

Enterprise Incident Report January 2012

As of 2/23/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Application Support - CATS IV	Janice Folsom	0 0	5 0	0 0	5 0
		Robert Love	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0	1	0	1
			0	0	0	0
		Nate Olson	0	7	0	7
			0	1	0	1
		None	0	11	0	11
			0	0	0	0
		Randall Ottesen	0	8	0	8
			0	0	0	0
		Assigned to Individual Total	0	27	0	27
			0	1	0	1
	Application Support - CUBS	Rick Kowalczyk	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - Data Warehouse	Shana Woodall	0	1	0	1
			0	0	0	0
		Trent Ady	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Application Support - DBA	Eric Swain	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Application Support - EFIND	Anhkim Le	2	45	0	47
			0	0	0	0
		Assigned to Individual Total	2	45	0	47
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - EREP	David Moffitt	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - EREP IA	Amberly Hoang	0	12	0	12
			0	0	0	0
		Charise Asleson	0	3	0	3
			0	0	0	0
		Jennifer Maynes	0	2	0	2
			0	2	0	2
		None	0	10	0	10
			0	0	0	0
		Assigned to Individual Total	0	27	0	27
			0	2	0	2
	Application Support - MyCase	Ilya Oyzerskiy	0	4	0	4
			0	4	0	4
		Assigned to Individual Total	0	4	0	4
			0	4	0	4
	Application Support - Single Signon	Justin Miller	0	4	0	4
			0	0	0	0
		Lana Larsen	0	2	0	2
			0	2	0	2
		Lori Newren	0	2	0	2
			0	2	0	2
		Melinda Indo	0	1	0	1
			0	1	0	1
		None	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Single Signon	Assigned to Individual Total	0	10	0	10
			0	5	0	5
	Application Support - Thin Client	Bonnie Snider	0	3	0	3
			0	1	0	1
		Janis Race-Bigelow	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	1	0	1
	Application Support - UWORKS	Eric Strong	0	83	0	83
			0	1	0	1
		Jeff Pryor	0	20	0	20
			0	0	0	0
		Kelly Smith	0	1	0	1
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	105	0	105
			0	1	0	1
	Application Support - Web Dev	Chad Thompson	0	4	0	4
			0	0	0	0
		Justin Miller	0	3	0	3
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	9	0	9
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Campus Networking	David Sedei	0 0	2 0	0 0	2 0
		Jordy Davis	0 0	1 0	2 0	3 0
		Assigned to Individual Total	0 0	3 0	2 0	5 0
	Capitol Hosting	Curtis Parker	0 0	2 0	0 0	2 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Help Desk	Brenda Treadway	0 0	5 5	0 0	5 5
		Eileen Dubach	0 0	4 4	0 0	4 4
		James Stearns	0 0	10 10	0 0	10 10
		Julie VanBeekum	0 0	6 6	0 0	6 6
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	17 15	0 0	17 15
		Assigned to Individual Total	0 0	44 40	0 0	44 40
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Workforce Services	Mainframe Systems Support	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro A Desktop Support	Adam Staks	0	41	0	41
			0	16	0	16
		Diane Pfeifer	0	1	0	1
			0	1	0	1
		Edward Fortner	0	13	0	13
			0	2	0	2
		James Kammeyer	1	0	0	1
			1	0	0	1
		Kraig Ellis	0	21	0	21
			0	7	0	7
		Mike Beynon	0	18	0	18
			0	2	0	2
		Mike Wilde	0	39	0	39
			0	24	0	24
		Robert Wall	0	50	0	50
			0	30	0	30
		Tracy VanderVaart	0	47	0	47
			0	11	0	11
		Assigned to Individual Total	1	230	0	231
			1	93	0	94
	Metro A Help Desk	Cindy Schroeder	0	121	0	121
			0	96	0	96
		Ed Conrad	0	114	0	114
			0	104	0	104
		Liz Evans	0	145	0	145
			0	119	0	119

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			High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	380	0	380
			0	319	0	319
	Metro A Hosting	Tom Carney	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	2	0	2
			0	0	0	0
		Ken Bolkcom	0	1	0	1
			0	0	0	0
		Michael Barth	0	3	0	3
			0	0	0	0
		Peter Musser	0	1	0	1
			0	0	0	0
		Tyler Pearce	0	4	0	4
			0	0	0	0
		Wayne Higgs	0	12	0	12
			0	0	0	0
		Assigned to Individual Total	0	23	0	23
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	8	0	8
			0	8	0	8
		Janet Hongsyvilay	0	3	0	3
			0	3	0	3
		Val Shepherd	0	7	0	7
			0	6	0	6
		Assigned to Individual Total	0	18	0	18
			0	17	0	17

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			High	Low	Medium	FCR Total
Workforce Services	Metro C Help Desk	Cindy Romrell	0	1	0	1
			0	1	0	1
		Reed Stohel	0	3	0	3
			0	3	0	3
	Assigned to Individual Total		0	4	0	4
			0	4	0	4
	Metro D Help Desk	Doug Brown	0	1	0	1
			0	1	0	1
		John Robinson	0	1	0	1
			0	1	0	1
	Assigned to Individual Total		0	2	0	2
			0	2	0	2
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Dave Bodily	0	5	0	5
			0	0	0	0
		J. L. Flack	0	1	0	1
			0	0	0	0
	Assigned to Individual Total		0	5	0	5
			0	1	0	1
	Operations Production Control	Cal Brinton	0	12	0	12
			0	11	0	11
		Christie Burnham	1	162	0	163
			1	160	0	161
	Assigned to Individual Total		0	61	0	61
			0	59	0	59

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			High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	1	235	0	236
			1	230	0	231
	Rural Central Desktop Support	Jay Barfuss	0	6	0	6
			0	5	0	5
		Jeremy Standifird	0	15	0	15
			0	0	0	0
		Jessica Purcell	0	24	0	24
			0	22	0	22
		Paul Petersen	0	16	0	16
			0	13	0	13
		Rod Montoya	0	43	0	43
			0	41	0	41
		Ron LeBaron	0	11	0	11
			0	5	0	5
		Todd Hardy	0	15	0	15
			0	15	0	15
		Troy Morris	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	133	0	133
			0	101	0	101
	Rural North Desktop Support	Dane Smith	0	6	0	6
			0	0	0	0
		Don Higgs	0	10	0	10
			0	6	0	6
		Kim Ratushniak	0	13	0	13
			0	13	0	13
		Neil Smedley	0	15	0	15
			0	13	0	13

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			High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Ruston McKay	0 0	57 57	0 0	57 57
		Ryan Casey	0 0	12 4	0 0	12 4
		Steven Haderlie	0 0	10 8	0 0	10 8
		Assigned to Individual Total	0 0	123 101	0 0	123 101
	Rural South Desktop Support	Doug Chaston	0 0	1 1	0 0	1 1
		Doug Thornton	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	3 2	0 0	3 2
		Lance Nay	0 0	14 8	0 0	14 8
		Lane Adams	0 0	4 0	0 0	4 0
		Meladye Shively	0 0	2 1	0 0	2 1
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	32 13	0 0	32 13
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Workforce Services	Salt Lake Data Center Operations	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Security	Austin Farey	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Britany Finlay	0	5	0	5
			0	0	0	0
		Gail Christiansen	4	15	5	24
			0	0	0	0
		Julie Sabato	0	1	0	1
			0	0	0	0
		Kelly Johnson	1	4	0	5
			0	0	0	0
		Leon Owen	0	5	1	6
			0	0	0	0
		Romanza Hamblin	0	21	1	22
			0	12	0	12
		Assigned to Individual Total	5	51	7	63
			0	12	0	12
	Voice/Data/WAN Services	Art Scott	0	1	0	1
			0	0	0	0
		Greg Blessing	0	2	0	2
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0
		Mike Johnson	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Voice/Data/WAN Services	Spencer Blodgett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		9 2	1,566 949	9 0	1,584 951
Customer Company Total			9 2	1,566 949	9 0	1,584 951

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	15 1	0 0	15 1
	Application Support - CATS IV	Janice Folsom	0 0	5 1	0 0	5 1
		Robert Love	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	6 2	0 0	6 2

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0	1 0	0 0	1 0
		Nate Olson	0 0	7 0	0 0	7 0
		None	0 0	11 0	0 0	11 0
		Randall Ottesen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	27 0	0 0	27 0
	Application Support - CUBS	Rick Kowalczyk	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - Data Warehouse	Shana Woodall	0 0	1 0	0 0	1 0
		Trent Ady	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - DBA	Eric Swain	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Application Support - EFIND	Anhkim Le	2 0	45 2	0 0	47 2
		Assigned to Individual Total	2 0	45 2	0 0	47 2

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - EREP	David Moffitt	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - EREP IA	Amberly Hoang	0	12	0	12
			0	3	0	3
		Charise Asleson	0	3	0	3
			0	0	0	0
		Jennifer Maynes	0	2	0	2
			0	0	0	0
		None	0	10	0	10
			0	0	0	0
		Assigned to Individual Total	0	27	0	27
			0	3	0	3
	Application Support - MyCase	Ilya Oyzerskiy	0	4	0	4
			0	2	0	2
		Assigned to Individual Total	0	4	0	4
			0	2	0	2
	Application Support - Single Signon	Justin Miller	0	4	0	4
			0	1	0	1
		Lana Larsen	0	2	0	2
			0	0	0	0
		Lori Newren	0	2	0	2
			0	0	0	0
		Melinda Indo	0	1	0	1
			0	0	0	0
		None	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Single Signon	Assigned to Individual Total	0	10	0	10
			0	1	0	1
	Application Support - Thin Client	Bonnie Snider	0	3	0	3
			0	0	0	0
		Janis Race-Bigelow	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	83	0	83
			0	67	0	67
		Jeff Pryor	0	20	0	20
			0	16	0	16
		Kelly Smith	0	1	0	1
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	105	0	105
			0	83	0	83
	Application Support - Web Dev	Chad Thompson	0	4	0	4
			0	2	0	2
		Justin Miller	0	3	0	3
			0	1	0	1
		None	0	1	0	1
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	9	0	9
			0	3	0	3

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			High	Low	Medium	MIR Total
Workforce Services	Campus Networking	David Sedei	0 0	2 0	0 0	2 0
		Jordy Davis	0 0	1 1	2 0	3 1
		Assigned to Individual Total	0 0	3 1	2 0	5 1
	Capitol Hosting	Curtis Parker	0 0	2 1	0 0	2 1
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	10 0	0 0	10 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	17 1	0 0	17 1
		Assigned to Individual Total	0 0	44 1	0 0	44 1
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Mainframe Systems Support	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Adam Staks	0 0	41 2	0 0	41 2
		Diane Pfeifer	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	13 0	0 0	13 0
		James Kammeyer	1 0	0 0	0 0	1 0
		Kraig Ellis	0 0	21 0	0 0	21 0
		Mike Beynon	0 0	18 1	0 0	18 1
		Mike Wilde	0 0	39 2	0 0	39 2
		Robert Wall	0 0	50 0	0 0	50 0
		Tracy VanderVaart	0 0	47 0	0 0	47 0
		Assigned to Individual Total	1 0	230 5	0 0	231 5
	Metro A Help Desk	Cindy Schroeder	0 0	121 0	0 0	121 0
		Ed Conrad	0 0	114 1	0 0	114 1
		Liz Evans	0 0	145 3	0 0	145 3

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			High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	380	0	380
			0	4	0	4
	Metro A Hosting	Tom Carney	0	4	0	4
			0	1	0	1
		Assigned to Individual Total	0	4	0	4
			0	1	0	1
	Metro B Desktop Support	Anthony Booyse	0	2	0	2
			0	0	0	0
		Ken Bolkcom	0	1	0	1
			0	0	0	0
		Michael Barth	0	3	0	3
			0	0	0	0
		Peter Musser	0	1	0	1
			0	0	0	0
		Tyler Pearce	0	4	0	4
			0	0	0	0
		Wayne Higgs	0	12	0	12
			0	0	0	0
		Assigned to Individual Total	0	23	0	23
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	8	0	8
			0	0	0	0
		Janet Hongsyvilay	0	3	0	3
			0	0	0	0
		Val Shepherd	0	7	0	7
			0	0	0	0
		Assigned to Individual Total	0	18	0	18
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Metro C Help Desk	Cindy Romrell	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		John Robinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Brian Chatwin	0 0	1 1	0 0	1 1
		Dave Bodily	0 0	5 2	0 0	5 2
		J. L. Flack	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	12 3	0 0	12 3
	Operations Production Control	Cal Brinton	0 0	12 0	0 0	12 0
		Christie Burnham	1 0	162 0	0 0	163 0
		Duane Hardy	0 0	61 0	0 0	61 0

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			High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	1 0	235 0	0 0	236 0
	Rural Central Desktop Support	Jay Barfuss	0 0	6 0	0 0	6 0
		Jeremy Standifird	0 0	15 0	0 0	15 0
		Jessica Purcell	0 0	24 0	0 0	24 0
		Paul Petersen	0 0	16 0	0 0	16 0
		Rod Montoya	0 0	43 1	0 0	43 1
		Ron LeBaron	0 0	11 0	0 0	11 0
		Todd Hardy	0 0	15 0	0 0	15 0
		Troy Morris	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	133 1	0 0	133 1
	Rural North Desktop Support	Dane Smith	0 0	6 1	0 0	6 1
		Don Higgs	0 0	10 0	0 0	10 0
		Kim Ratushniak	0 0	13 0	0 0	13 0
		Neil Smedley	0 0	15 0	0 0	15 0

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			High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Ruston McKay	0 0	57 0	0 0	57 0
		Ryan Casey	0 0	12 1	0 0	12 1
		Steven Haderlie	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	123 2	0 0	123 2
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Lance Nay	0 0	14 0	0 0	14 0
		Lane Adams	0 0	4 0	0 0	4 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	32 0	0 0	32 0
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Salt Lake Data Center Operations	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Security	Austin Farey	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Britany Finlay	0	5	0	5
			0	0	0	0
		Gail Christiansen	4	15	5	24
			1	3	0	4
		Julie Sabato	0	1	0	1
			0	0	0	0
		Kelly Johnson	1	4	0	5
			1	0	0	1
		Leon Owen	0	5	1	6
			0	0	0	0
		Romanza Hamblin	0	21	1	22
			0	0	0	0
		Assigned to Individual Total	5	51	7	63
			2	3	0	5
	Voice/Data/WAN Services	Art Scott	0	1	0	1
			0	0	0	0
		Greg Blessing	0	2	0	2
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0
		Mike Johnson	0	1	0	1
			0	0	0	0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Voice/Data/WAN Services	Spencer Blodgett	0	2	0	2
			0	0	0	0
	Assigned to Individual Total		0	7	0	7
			0	0	0	0
Assigned Group Total		9	1,566	9	1,584	
		2	122	0	124	
Customer Company Total			9	1,566	9	1,584
			2	122	0	124

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Bart Purser	0 0.00	3 0.37	0 0.00	3 0.37
		Danielle Hood	0 0.00	4 0.18	0 0.00	4 0.18
		Dustin Crump	0 0.00	1 0.17	0 0.00	1 0.17
		Ken Ainge	0 0.00	1 0.00	0 0.00	1 0.00
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Lundell	0 0.00	4 0.04	0 0.00	4 0.04
		Tony Larsen	0 0.00	1 1.44	0 0.00	1 1.44
		Assigned to Individual Total	0 0.00	15 0.24	0 0.00	15 0.24
	Application Support - CATS IV	Janice Folsom	0 0.00	5 0.24	0 0.00	5 0.24
		Robert Love	0 0.00	1 1.95	0 0.00	1 1.95
		Assigned to Individual Total	0 0.00	6 0.53	0 0.00	6 0.53

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0.00	1 0.00	0 0.00	1 0.00
		Nate Olson	0 0.00	7 0.15	0 0.00	7 0.15
		None	0 0.00	11 0.00	0 0.00	11 0.00
		Randall Ottesen	0 0.00	8 0.13	0 0.00	8 0.13
		Assigned to Individual Total	0 0.00	27 0.08	0 0.00	27 0.08
	Application Support - CUBS	Rick Kowalczyk	0 0.00	1 1.10	0 0.00	1 1.10
		Assigned to Individual Total	0 0.00	1 1.10	0 0.00	1 1.10
	Application Support - Data Warehouse	Shana Woodall	0 0.00	1 0.00	0 0.00	1 0.00
		Trent Ady	0 0.00	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	0 0.00	2 0.11	0 0.00	2 0.11
	Application Support - DBA	Eric Swain	0 0.00	2 12.82	0 0.00	2 12.82
		Assigned to Individual Total	0 0.00	2 12.82	0 0.00	2 12.82
	Application Support - EFIND	Anhkim Le	2 0.21	45 0.12	0 0.00	47 0.13
		Assigned to Individual Total	2 0.21	45 0.12	0 0.00	47 0.13

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EREP	David Moffitt	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	0 0.00	1 0.13
	Application Support - EREP IA	Amberly Hoang	0 0.00	12 1.19	0 0.00	12 1.19
		Charise Asleson	0 0.00	3 0.51	0 0.00	3 0.51
		Jennifer Maynes	0 0.00	2 0.00	0 0.00	2 0.00
		None	0 0.00	10 0.00	0 0.00	10 0.00
		Assigned to Individual Total	0 0.00	27 0.59	0 0.00	27 0.59
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	4 1.34	0 0.00	4 1.34
		Assigned to Individual Total	0 0.00	4 1.34	0 0.00	4 1.34
	Application Support - Single Signon	Justin Miller	0 0.00	4 1.31	0 0.00	4 1.31
		Lana Larsen	0 0.00	2 0.00	0 0.00	2 0.00
		Lori Newren	0 0.00	2 0.00	0 0.00	2 0.00
		Melinda Indo	0 0.00	1 0.00	0 0.00	1 0.00
		None	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Single Signon	Assigned to Individual Total	0 0.00	10 0.52	0 0.00	10 0.52
	Application Support - Thin Client	Bonnie Snider	0 0.00	3 0.01	0 0.00	3 0.01
		Janis Race-Bigelow	0 0.00	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total	0 0.00	5 0.16	0 0.00	5 0.16
	Application Support - UWORKS	Eric Strong	0 0.00	83 4.18	0 0.00	83 4.18
		Jeff Pryor	0 0.00	20 11.80	0 0.00	20 11.80
		Kelly Smith	0 0.00	1 0.13	0 0.00	1 0.13
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	105 5.55	0 0.00	105 5.55
	Application Support - Web Dev	Chad Thompson	0 0.00	4 0.85	0 0.00	4 0.85
		Justin Miller	0 0.00	3 0.67	0 0.00	3 0.67
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Randall Ottesen	0 0.00	1 0.95	0 0.00	1 0.95
		Assigned to Individual Total	0 0.00	9 0.71	0 0.00	9 0.71

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Campus Networking	David Sedei	0 0.00	2 0.45	0 0.00	2 0.45
		Jordy Davis	0 0.00	1 1.16	2 0.32	3 0.60
		Assigned to Individual Total	0 0.00	3 0.69	2 0.32	5 0.54
	Capitol Hosting	Curtis Parker	0 0.00	2 16.56	0 0.00	2 16.56
		Kyle Burkhardt	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 11.04	0 0.00	3 11.04
	Help Desk	Brenda Treadway	0 0.00	5 0.03	0 0.00	5 0.03
		Eileen Dubach	0 0.00	4 0.13	0 0.00	4 0.13
		James Stearns	0 0.00	10 0.02	0 0.00	10 0.02
		Julie VanBeekum	0 0.00	6 0.08	0 0.00	6 0.08
		Sarah Johnson	0 0.00	2 0.17	0 0.00	2 0.17
		Vicky Marrelli	0 0.00	17 0.95	0 0.00	17 0.95
		Assigned to Individual Total	0 0.00	44 0.40	0 0.00	44 0.40
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.55	0 0.00	1 0.55

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Mainframe Systems Support	Assigned to Individual Total	0 0.00	1 0.55	0 0.00	1 0.55
	Metro A Desktop Support	Adam Staks	0 0.00	41 0.26	0 0.00	41 0.26
		Diane Pfeifer	0 0.00	1 0.27	0 0.00	1 0.27
		Edward Fortner	0 0.00	13 0.16	0 0.00	13 0.16
		James Kammeyer	1 0.65	0 0.00	0 0.00	1 0.65
		Kraig Ellis	0 0.00	21 0.15	0 0.00	21 0.15
		Mike Beynon	0 0.00	18 0.17	0 0.00	18 0.17
		Mike Wilde	0 0.00	39 0.21	0 0.00	39 0.21
		Robert Wall	0 0.00	50 0.12	0 0.00	50 0.12
		Tracy VanderVaart	0 0.00	47 0.12	0 0.00	47 0.12
		Assigned to Individual Total	1 0.65	230 0.17	0 0.00	231 0.17
	Metro A Help Desk	Cindy Schroeder	0 0.00	121 0.02	0 0.00	121 0.02
		Ed Conrad	0 0.00	114 0.15	0 0.00	114 0.15
		Liz Evans	0 0.00	145 0.05	0 0.00	145 0.05

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0 0.00	380 0.07	0 0.00	380 0.07
	Metro A Hosting	Tom Carney	0 0.00	4 0.42	0 0.00	4 0.42
		Assigned to Individual Total	0 0.00	4 0.42	0 0.00	4 0.42
	Metro B Desktop Support	Anthony Booyse	0 0.00	2 0.06	0 0.00	2 0.06
		Ken Bolkcom	0 0.00	1 0.06	0 0.00	1 0.06
		Michael Barth	0 0.00	3 0.17	0 0.00	3 0.17
		Peter Musser	0 0.00	1 0.38	0 0.00	1 0.38
		Tyler Pearce	0 0.00	4 0.18	0 0.00	4 0.18
		Wayne Higgs	0 0.00	12 0.02	0 0.00	12 0.02
		Assigned to Individual Total	0 0.00	23 0.09	0 0.00	23 0.09
	Metro B Help Desk	Gary Graham	0 0.00	8 0.00	0 0.00	8 0.00
		Janet Hongsyvilay	0 0.00	3 0.00	0 0.00	3 0.00
		Val Shepherd	0 0.00	7 0.07	0 0.00	7 0.07
		Assigned to Individual Total	0 0.00	18 0.03	0 0.00	18 0.03

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro C Help Desk	Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	0 0.00	1 1.32	0 0.00	1 1.32
		Dave Bodily	0 0.00	5 0.49	0 0.00	5 0.49
		J. L. Flack	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Ryan	0 0.00	5 0.12	0 0.00	5 0.12
		Assigned to Individual Total	0 0.00	12 0.36	0 0.00	12 0.36
	Operations Production Control	Cal Brinton	0 0.00	12 0.01	0 0.00	12 0.01
		Christie Burnham	1 0.00	162 0.00	0 0.00	163 0.00
		Duane Hardy	0 0.00	61 0.00	0 0.00	61 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	1 0.00	235 0.00	0 0.00	236 0.00
	Rural Central Desktop Support	Jay Barfuss	0 0.00	6 0.00	0 0.00	6 0.00
		Jeremy Standifird	0 0.00	15 0.00	0 0.00	15 0.00
		Jessica Purcell	0 0.00	24 0.00	0 0.00	24 0.00
		Paul Petersen	0 0.00	16 0.12	0 0.00	16 0.12
		Rod Montoya	0 0.00	43 0.04	0 0.00	43 0.04
		Ron LeBaron	0 0.00	11 0.03	0 0.00	11 0.03
		Todd Hardy	0 0.00	15 0.00	0 0.00	15 0.00
		Troy Morris	0 0.00	3 0.09	0 0.00	3 0.09
		Assigned to Individual Total	0 0.00	133 0.03	0 0.00	133 0.03
	Rural North Desktop Support	Dane Smith	0 0.00	6 0.29	0 0.00	6 0.29
		Don Higgs	0 0.00	10 0.05	0 0.00	10 0.05
		Kim Ratushniak	0 0.00	13 0.01	0 0.00	13 0.01
		Neil Smedley	0 0.00	15 0.01	0 0.00	15 0.01

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Ruston McKay	0 0.00	57 0.03	0 0.00	57 0.03
		Ryan Casey	0 0.00	12 0.22	0 0.00	12 0.22
		Steven Haderlie	0 0.00	10 0.03	0 0.00	10 0.03
		Assigned to Individual Total	0 0.00	123 0.06	0 0.00	123 0.06
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	2 0.21	0 0.00	2 0.21
		Joel Finlinson	0 0.00	3 0.00	0 0.00	3 0.00
		Lance Nay	0 0.00	14 0.01	0 0.00	14 0.01
		Lane Adams	0 0.00	4 0.18	0 0.00	4 0.18
		Meladye Shively	0 0.00	2 0.00	0 0.00	2 0.00
		Ryan Bennett	0 0.00	2 0.01	0 0.00	2 0.01
		Scott Jesienouski	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	32 0.05	0 0.00	32 0.05
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Salt Lake Data Center Operations	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 0.48	0 0.00	1 0.48
		Assigned to Individual Total	0 0.00	1 0.48	0 0.00	1 0.48
	Voice Operations	Britany Finlay	0 0.00	5 0.29	0 0.00	5 0.29
		Gail Christiansen	4 150.71	15 0.54	5 0.21	24 25.50
		Julie Sabato	0 0.00	1 0.00	0 0.00	1 0.00
		Kelly Johnson	1 1.40	4 0.24	0 0.00	5 0.47
		Leon Owen	0 0.00	5 0.29	1 0.30	6 0.29
		Romanza Hamblin	0 0.00	21 0.17	1 0.22	22 0.17
		Assigned to Individual Total	5 120.85	51 0.30	7 0.22	63 9.86
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.48	0 0.00	1 0.48
		Greg Blessing	0 0.00	2 0.45	0 0.00	2 0.45
		Mark Thomas	0 0.00	1 0.26	0 0.00	1 0.26
		Mike Johnson	0 0.00	1 0.05	0 0.00	1 0.05

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	0 0.00	7 0.30	0 0.00	7 0.30
	Assigned Group Total		9 67.26	1,566 0.52	9 0.25	1,584 0.90
Customer Company Total			9 67.26	1,566 0.52	9 0.25	1,584 0.90

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Application Support - CATS IV	Janice Folsom	0 0	5 0	0 0	5 0
		Robert Love	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0	1 0	0 0	1 0
		Nate Olson	0 0	7 0	0 0	7 0
		None	0 0	11 0	0 0	11 0
		Randall Ottesen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	27 0	0 0	27 0
	Application Support - CUBS	Rick Kowalczyk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Data Warehouse	Shana Woodall	0 0	1 1	0 0	1 1
		Trent Ady	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - DBA	Eric Swain	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Application Support - EFIND	Anhkim Le	2 0	45 0	0 0	47 0
		Assigned to Individual Total	2 0	45 0	0 0	47 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - EREP	David Moffitt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EREP IA	Amberly Hoang	0 0	12 1	0 0	12 1
		Charise Asleson	0 0	3 1	0 0	3 1
		Jennifer Maynes	0 0	2 0	0 0	2 0
		None	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	27 2	0 0	27 2
	Application Support - MyCase	Ilya Oyzerskiy	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support - Single Signon	Justin Miller	0 0	4 0	0 0	4 0
		Lana Larsen	0 0	2 0	0 0	2 0
		Lori Newren	0 0	2 0	0 0	2 0
		Melinda Indo	0 0	1 0	0 0	1 0
		None	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Single Signon	Assigned to Individual Total	0	10	0	10
			0	0	0	0
	Application Support - Thin Client	Bonnie Snider	0	3	0	3
			0	0	0	0
		Janis Race-Bigelow	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	83	0	83
			0	25	0	25
		Jeff Pryor	0	20	0	20
			0	15	0	15
		Kelly Smith	0	1	0	1
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	105	0	105
			0	40	0	40
	Application Support - Web Dev	Chad Thompson	0	4	0	4
			0	0	0	0
		Justin Miller	0	3	0	3
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	9	0	9
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Campus Networking	David Sedei	0 0	2 0	0 0	2 0
		Jordy Davis	0 0	1 1	2 0	3 1
		Assigned to Individual Total	0 0	3 1	2 0	5 1
	Capitol Hosting	Curtis Parker	0 0	2 1	0 0	2 1
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	10 0	0 0	10 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	17 1	0 0	17 1
		Assigned to Individual Total	0 0	44 1	0 0	44 1
	Mainframe Systems Support	Greg Shoop	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Mainframe Systems Support	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Adam Staks	0 0	41 0	0 0	41 0
		Diane Pfeifer	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	13 0	0 0	13 0
		James Kammeyer	1 0	0 0	0 0	1 0
		Kraig Ellis	0 0	21 0	0 0	21 0
		Mike Beynon	0 0	18 0	0 0	18 0
		Mike Wilde	0 0	39 0	0 0	39 0
		Robert Wall	0 0	50 0	0 0	50 0
		Tracy VanderVaart	0 0	47 0	0 0	47 0
		Assigned to Individual Total	1 0	230 0	0 0	231 0
	Metro A Help Desk	Cindy Schroeder	0 0	121 0	0 0	121 0
		Ed Conrad	0 0	114 1	0 0	114 1
		Liz Evans	0 0	145 0	0 0	145 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	380	0	380
			0	1	0	1
	Metro A Hosting	Tom Carney	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	2	0	2
			0	0	0	0
		Ken Bolkcom	0	1	0	1
			0	0	0	0
		Michael Barth	0	3	0	3
			0	0	0	0
		Peter Musser	0	1	0	1
			0	0	0	0
		Tyler Pearce	0	4	0	4
			0	0	0	0
		Wayne Higgs	0	12	0	12
			0	0	0	0
		Assigned to Individual Total	0	23	0	23
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	8	0	8
			0	0	0	0
		Janet Hongsyvilay	0	3	0	3
			0	0	0	0
		Val Shepherd	0	7	0	7
			0	0	0	0
		Assigned to Individual Total	0	18	0	18
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro C Help Desk	Cindy Romrell	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		John Robinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	5 3	0 0	5 3
		J. L. Flack	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	12 3	0 0	12 3
	Operations Production Control	Cal Brinton	0 0	12 0	0 0	12 0
		Christie Burnham	1 0	162 0	0 0	163 0
		Duane Hardy	0 0	61 0	0 0	61 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	1 0	235 0	0 0	236 0
	Rural Central Desktop Support	Jay Barfuss	0 0	6 1	0 0	6 1
		Jeremy Standifird	0 0	15 0	0 0	15 0
		Jessica Purcell	0 0	24 0	0 0	24 0
		Paul Petersen	0 0	16 0	0 0	16 0
		Rod Montoya	0 0	43 0	0 0	43 0
		Ron LeBaron	0 0	11 1	0 0	11 1
		Todd Hardy	0 0	15 0	0 0	15 0
		Troy Morris	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	133 2	0 0	133 2
	Rural North Desktop Support	Dane Smith	0 0	6 0	0 0	6 0
		Don Higgs	0 0	10 1	0 0	10 1
		Kim Ratushniak	0 0	13 0	0 0	13 0
		Neil Smedley	0 0	15 0	0 0	15 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Ruston McKay	0 0	57 0	0 0	57 0
		Ryan Casey	0 0	12 0	0 0	12 0
		Steven Haderlie	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	123 1	0 0	123 1
	Rural South Desktop Support	Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Lance Nay	0 0	14 0	0 0	14 0
		Lane Adams	0 0	4 0	0 0	4 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	32 0	0 0	32 0
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Salt Lake Data Center Operations	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Security	Austin Farey	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Britany Finlay	0	5	0	5
			0	0	0	0
		Gail Christiansen	4	15	5	24
			1	2	0	3
		Julie Sabato	0	1	0	1
			0	0	0	0
		Kelly Johnson	1	4	0	5
			0	0	0	0
		Leon Owen	0	5	1	6
			0	0	0	0
		Romanza Hamblin	0	21	1	22
			0	0	0	0
		Assigned to Individual Total	5	51	7	63
			1	2	0	3
	Voice/Data/WAN Services	Art Scott	0	1	0	1
			0	0	0	0
		Greg Blessing	0	2	0	2
			0	0	0	0
		Mark Thomas	0	1	0	1
			0	0	0	0
		Mike Johnson	0	1	0	1
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Voice/Data/WAN Services	Spencer Blodgett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		9 1	1,566 57	9 0	1,584 58
Customer Company Total			9 1	1,566 57	9 0	1,584 58

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	3 0.60	0 0.00	3 0.60
		Danielle Hood	0 0.00	4	0 0.00	4
		Dustin Crump	0 0.00	1 0.29	0 0.00	1 0.29
		Ken Ainge	0 0.00	1 2.06	0 0.00	1 2.06
		Martin Gonzalez	0 0.00	1	0 0.00	1
		Paul Lundell	0 0.00	4 1.15	0 0.00	4 1.15
		Tony Larsen	0 0.00	1 2.11	0 0.00	1 2.11
		Assigned to Individual Total	0 0.00	15 1.09	0 0.00	15 1.09
	Application Support - CATS IV	Janice Folsom	0 0.00	5 0.30	0 0.00	5 0.30
		Robert Love	0 0.00	1 1.96	0 0.00	1 1.96
		Assigned to Individual Total	0 0.00	6 0.63	0 0.00	6 0.63

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Content Manager	Chad Thompson	0 0.00	1 0.00	0 0.00	1 0.00
		Nate Olson	0 0.00	7 0.31	0 0.00	7 0.31
		None	0 0.00	11	0 0.00	11
		Randall Ottesen	0 0.00	8 0.19	0 0.00	8 0.19
		Assigned to Individual Total	0 0.00	27 0.24	0 0.00	27 0.24
	Application Support - CUBS	Rick Kowalczyk	0 0.00	1 1.10	0 0.00	1 1.10
		Assigned to Individual Total	0 0.00	1 1.10	0 0.00	1 1.10
	Application Support - Data Warehouse	Shana Woodall	0 0.00	1 18.00	0 0.00	1 18.00
		Trent Ady	0 0.00	1 4.45	0 0.00	1 4.45
		Assigned to Individual Total	0 0.00	2 11.22	0 0.00	2 11.22
	Application Support - DBA	Eric Swain	0 0.00	2 12.82	0 0.00	2 12.82
		Assigned to Individual Total	0 0.00	2 12.82	0 0.00	2 12.82
	Application Support - EFIND	Anhkim Le	2	45 1.44	0 0.00	47 1.44
		Assigned to Individual Total	2	45 1.44	0 0.00	47 1.44

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EREP	David Moffitt	0 0.00	1 1.05	0 0.00	1 1.05
		Assigned to Individual Total	0 0.00	1 1.05	0 0.00	1 1.05
	Application Support - EREP IA	Amberly Hoang	0 0.00	12 1.19	0 0.00	12 1.19
		Charise Asleson	0 0.00	3 3.27	0 0.00	3 3.27
		Jennifer Maynes	0 0.00	2 0.49	0 0.00	2 0.49
		None	0 0.00	10	0 0.00	10
		Assigned to Individual Total	0 0.00	27 1.47	0 0.00	27 1.47
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	4 1.34	0 0.00	4 1.34
		Assigned to Individual Total	0 0.00	4 1.34	0 0.00	4 1.34
	Application Support - Single Signon	Justin Miller	0 0.00	4 1.31	0 0.00	4 1.31
		Lana Larsen	0 0.00	2 0.00	0 0.00	2 0.00
		Lori Newren	0 0.00	2 0.00	0 0.00	2 0.00
		Melinda Indo	0 0.00	1 0.00	0 0.00	1 0.00
		None	0 0.00	1	0 0.00	1

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Single Signon	Assigned to Individual Total	0 0.00	10 0.58	0 0.00	10 0.58
	Application Support - Thin Client	Bonnie Snider	0 0.00	3 2.05	0 0.00	3 2.05
		Janis Race-Bigelow	0 0.00	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total	0 0.00	5 1.39	0 0.00	5 1.39
	Application Support - UWORKS	Eric Strong	0 0.00	83 4.43	0 0.00	83 4.43
		Jeff Pryor	0 0.00	20 14.34	0 0.00	20 14.34
		Kelly Smith	0 0.00	1 0.13	0 0.00	1 0.13
		None	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	105 6.30	0 0.00	105 6.30
	Application Support - Web Dev	Chad Thompson	0 0.00	4 3.01	0 0.00	4 3.01
		Justin Miller	0 0.00	3 0.80	0 0.00	3 0.80
		None	0 0.00	1	0 0.00	1
		Randall Ottesen	0 0.00	1 0.95	0 0.00	1 0.95
		Assigned to Individual Total	0 0.00	9 1.77	0 0.00	9 1.77

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Campus Networking	David Sedei	0 0.00	2 2.15	0 0.00	2 2.15
		Jordy Davis	0 0.00	1 6.21	2 0.64	3 2.50
		Assigned to Individual Total	0 0.00	3 3.50	2 0.64	5 2.36
	Capitol Hosting	Curtis Parker	0 0.00	2 17.75	0 0.00	2 17.75
		Kyle Burkhardt	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	3 17.75	0 0.00	3 17.75
	Help Desk	Brenda Treadway	0 0.00	5 0.03	0 0.00	5 0.03
		Eileen Dubach	0 0.00	4 0.13	0 0.00	4 0.13
		James Stearns	0 0.00	10 0.02	0 0.00	10 0.02
		Julie VanBeekum	0 0.00	6 0.26	0 0.00	6 0.26
		Sarah Johnson	0 0.00	2 0.67	0 0.00	2 0.67
		Vicky Marrelli	0 0.00	17 1.09	0 0.00	17 1.09
		Assigned to Individual Total	0 0.00	44 0.51	0 0.00	44 0.51
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.57	0 0.00	1 0.57

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Mainframe Systems Support	Assigned to Individual Total	0 0.00	1 0.57	0 0.00	1 0.57
	Metro A Desktop Support	Adam Staks	0 0.00	41 1.01	0 0.00	41 1.01
		Diane Pfeifer	0 0.00	1 0.27	0 0.00	1 0.27
		Edward Fortner	0 0.00	13 0.80	0 0.00	13 0.80
		James Kammeyer	1 0.65	0 0.00	0 0.00	1 0.65
		Kraig Ellis	0 0.00	21 0.98	0 0.00	21 0.98
		Mike Beynon	0 0.00	18 0.90	0 0.00	18 0.90
		Mike Wilde	0 0.00	39 0.92	0 0.00	39 0.92
		Robert Wall	0 0.00	50 0.96	0 0.00	50 0.96
		Tracy VanderVaart	0 0.00	47 0.51	0 0.00	47 0.51
		Assigned to Individual Total	1 0.65	230 0.86	0 0.00	231 0.86
	Metro A Help Desk	Cindy Schroeder	0 0.00	121 0.21	0 0.00	121 0.21
		Ed Conrad	0 0.00	114 0.36	0 0.00	114 0.36
		Liz Evans	0 0.00	145 0.16	0 0.00	145 0.16

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	380	0	380
			0.00	0.24	0.00	0.24
	Metro A Hosting	Tom Carney	0	4	0	4
			0.00	1.95	0.00	1.95
		Assigned to Individual Total	0	4	0	4
			0.00	1.95	0.00	1.95
	Metro B Desktop Support	Anthony Booyse	0	2	0	2
			0.00	1.57	0.00	1.57
		Ken Bolkcom	0	1	0	1
			0.00	0.96	0.00	0.96
		Michael Barth	0	3	0	3
			0.00	1.71	0.00	1.71
		Peter Musser	0	1	0	1
			0.00	2.23	0.00	2.23
		Tyler Pearce	0	4	0	4
			0.00	0.81	0.00	0.81
		Wayne Higgs	0	12	0	12
			0.00	2.25	0.00	2.25
		Assigned to Individual Total	0	23	0	23
			0.00	1.81	0.00	1.81
	Metro B Help Desk	Gary Graham	0	8	0	8
			0.00	0.06	0.00	0.06
		Janet Hongsyvilay	0	3	0	3
			0.00	0.03	0.00	0.03
		Val Shepherd	0	7	0	7
			0.00	0.07	0.00	0.07
		Assigned to Individual Total	0	18	0	18
			0.00	0.06	0.00	0.06

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro C Help Desk	Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	0 0.00	1 1.95	0 0.00	1 1.95
		Dave Bodily	0 0.00	5 71.29	0 0.00	5 71.29
		J. L. Flack	0 0.00	1 0.61	0 0.00	1 0.61
		Robert Ryan	0 0.00	5 0.97	0 0.00	5 0.97
		Assigned to Individual Total	0 0.00	12 30.33	0 0.00	12 30.33
	Operations Production Control	Cal Brinton	0 0.00	12 0.02	0 0.00	12 0.02
		Christie Burnham	1 0.00	162 0.00	0 0.00	163 0.00
		Duane Hardy	0 0.00	61 0.00	0 0.00	61 0.00

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	1 0.00	235 0.00	0 0.00	236 0.00
	Rural Central Desktop Support	Jay Barfuss	0 0.00	6 2.36	0 0.00	6 2.36
		Jeremy Standifird	0 0.00	15 1.84	0 0.00	15 1.84
		Jessica Purcell	0 0.00	24 0.00	0 0.00	24 0.00
		Paul Petersen	0 0.00	16 1.50	0 0.00	16 1.50
		Rod Montoya	0 0.00	43 0.27	0 0.00	43 0.27
		Ron LeBaron	0 0.00	11 1.47	0 0.00	11 1.47
		Todd Hardy	0 0.00	15 0.98	0 0.00	15 0.98
		Troy Morris	0 0.00	3 1.05	0 0.00	3 1.05
		Assigned to Individual Total	0 0.00	133 0.86	0 0.00	133 0.86
	Rural North Desktop Support	Dane Smith	0 0.00	6 0.93	0 0.00	6 0.93
		Don Higgs	0 0.00	10 1.61	0 0.00	10 1.61
		Kim Ratushniak	0 0.00	13 0.14	0 0.00	13 0.14
		Neil Smedley	0 0.00	15 0.53	0 0.00	15 0.53

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Ruston McKay	0 0.00	57 0.85	0 0.00	57 0.85
		Ryan Casey	0 0.00	12 0.37	0 0.00	12 0.37
		Steven Haderlie	0 0.00	10 0.19	0 0.00	10 0.19
		Assigned to Individual Total	0 0.00	123 0.69	0 0.00	123 0.69
	Rural South Desktop Support	Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	2 0.43	0 0.00	2 0.43
		Joel Finlinson	0 0.00	3 0.30	0 0.00	3 0.30
		Lance Nay	0 0.00	14 0.26	0 0.00	14 0.26
		Lane Adams	0 0.00	4 3.46	0 0.00	4 3.46
		Meladye Shively	0 0.00	2 0.66	0 0.00	2 0.66
		Ryan Bennett	0 0.00	2 2.34	0 0.00	2 2.34
		Scott Jesienouski	0 0.00	4 0.34	0 0.00	4 0.34
		Assigned to Individual Total	0 0.00	32 0.84	0 0.00	32 0.84
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Salt Lake Data Center Operations	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	1 0.67	0 0.00	1 0.67
	Voice Operations	Britany Finlay	0 0.00	5 1.02	0 0.00	5 1.02
		Gail Christiansen	4 301.21	15 1.84	5 0.61	24 28.78
		Julie Sabato	0 0.00	1 0.31	0 0.00	1 0.31
		Kelly Johnson	1 1.73	4 0.60	0 0.00	5 0.83
		Leon Owen	0 0.00	5 0.83	1 0.30	6 0.74
		Romanza Hamblin	0 0.00	21 0.44	1 0.24	22 0.43
		Assigned to Individual Total	5 201.38	51 0.96	7 0.51	63 10.76
	Voice/Data/WAN Services	Art Scott	0 0.00	1 2.14	0 0.00	1 2.14
		Greg Blessing	0 0.00	2 0.90	0 0.00	2 0.90
		Mark Thomas	0 0.00	1 0.78	0 0.00	1 0.78
		Mike Johnson	0 0.00	1 1.38	0 0.00	1 1.38

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	7 1.22	0 0.00	7 1.22
	Assigned Group Total		9 120.96	1,566 1.26	9 0.54	1,584 1.66
Customer Company Total			9 120.96	1,566 1.26	9 0.54	1,584 1.66

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Workforce Services

Detail

INC000000372630	Fran Cannard	Telecom	Call Management	Telephone		TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000415661	Geri Gamber	None	None	None		TIR Missed: No	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	0.97
INC000000419552	De Ette Richards	None	None	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: Yes	339.12
INC000000421129	Deb Coffey	Telecom	Hardware	Telephone		TIR Missed: No	0.31
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	1.21
INC000000423989	Fran Cannard	Telecom	None	None		TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000426670	Lynette Rasmussen	PC/Laptop	Error	None		TIR Missed: No	0.22
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000426679	Carolyn Christensen	Wireless Connectivity	Error	None		TIR Missed: No	0.19
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000427311	Melissa Romero-McKean	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000428717	Fran Cannard	Telecom	Call Management	Telephone		TIR Missed: Yes	602.05
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: Yes	602.05
INC000000431086	Amber Jackson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	2.31
INC000000432908	Michael Barrett	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	
INC000000435461	Sharla Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000437084	Cecilia Giron	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.97
INC000000437260	Kathaleen Williams	PC/Laptop	Error	None		TIR Missed: No	0.22
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000437286	Terry Hansen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000437360	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	

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Workforce Services

INC000000437391	Collin Peterson	Application	Error	DWS Web		TIR Missed: Yes	11.32
	Application Support - DBA	Eric Swain	Workforce Services	Low	Closed	TTR Missed: Yes	11.32
INC000000437507	CindaLee Hall	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	2.06
INC000000437582	Derrek Larson	Network	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	1.86
INC000000437736	Melodee Williams	Application	Error	Utah Works		TIR Missed: Yes	14.14
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	14.14
INC000000437779	Susan Weaver-Levet	Application	Error	Content Manager		TIR Missed: No	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000438007	Ashley Baker	Application	Error	None		TIR Missed: No	0.74
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000438008	Paula Johns	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438013	Amanda Hopp	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438030	Victoria Solares	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438037	Robert Ferreira	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438042	Siupeli Vainuku	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438044	Jeremy Barton	Application	Error	pgp		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000438046	Marlene Lindsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438048	Siupeli Vainuku	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438064	Michelle Slaughter	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	5.64
INC000000438072	Cristina Chavez	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438083	Jimmy Smith	Wireless Connectivity	Performance	None		TIR Missed: No	0.59
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.87

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INC000000438088	Tiffany Whitney	Application	Error	None		TIR Missed: No	0.05
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000438089	Yvonne Krause	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438091	Bill Featherstone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000438104	Cheryl Whitney	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438132	Noelle Bradford	Telecom	None	None		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000438139	Lynn Thomas	Telecom	None	Telephone		TIR Missed: No	0.43
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	
INC000000438139	Lynn Thomas	Telecom	None	Telephone		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	
INC000000438140	Siupeli Vainuku	Application	Password	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000438142	Karen Quackenbush	Telecom	Call Management	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000438147	Brent Fife	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438154	Noelle Bradford	Application	Error	DWS Web		TIR Missed: No	0.32
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000438163	Aimee Dimick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438166	Jason Tolbert	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000438173	Lisa Zaugg	Telecom	None	None		TIR Missed: Yes	1.40
	Voice Operations	Kelly Johnson	Workforce Services	High	Closed	TTR Missed: No	1.73
INC000000438176	Siupeli Vainuku	Application	Error	BlueZone		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438178	Sarah Welling	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438218	Diane Lovell	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.23

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INC000000438221	Michael Parker	Network	Error	None		TIR Missed: No	0.34
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000438242	Jacquelyn Harris	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000438254	Vicki Giesler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438260	Sarah Welling	Application	Error	Novell Messenger		TIR Missed: No	0.11
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000438294	Michael Barrett	None	None	None		TIR Missed: No	0.10
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000438297	Margie Mohler	Application	Error	Utah Works		TIR Missed: Yes	3.69
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	3.69
INC000000438298	THOMAS MESSENGER	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438305	Tiffany Cruz	None	None	None		TIR Missed: No	0.25
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	1.31
INC000000438310	Jonathan Lozon	Application	None	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438318	Tina Dunyon	None	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000438328	Cindy Bertagnolli	Application	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.08
INC000000438334	Whitney Roberts	Application	Error	Utah Works		TIR Missed: Yes	5.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.39
INC000000438346	Jerry Pruitt	Telecom	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000438354	Ayelen Butler	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.10
INC000000438372	Melanie Merrill	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000438375	Heidi Jameson	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000438399	Karen Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17

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INC000000438402	Thomas Ivory	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438406	Connie I Fowler	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438414	David Chatterley	PC/Laptop	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000438443	Sandra Black	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438469	Bruce Lamb	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438478	Karla Aguirre	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438509	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438519	Sherra Lynn Westover	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: Yes	9.02
INC000000438521	Lorri Economy	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438524	Alexis Rodriguez	None	None	None		TIR Missed: No	0.02
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000438531	Cassy Hahn	Application	Error	Utah Works		TIR Missed: Yes	8.37
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	8.37
INC000000438539	Debbie Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438550	Ayelen Butler	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438565	Jamar Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438566	Helen Hanson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438570	June Bradfield	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438587	Tracy Schroeder	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	2.21

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INC000000438608	Sharon Peake	Mainframe	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438640	Sheila Sconiers	Application	Error	Utah Works		TIR Missed: Yes	7.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.44
INC000000438661	Rebecca Farnsworth	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000438664	Son Chau	Telecom	Voice Mail	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000438670	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438672	Helen Te'o	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000438683	Vickie Larson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.87
	Application Support - EREP IA	Charise Asleson	Workforce Services	Low	Closed	TTR Missed: No	2.17
INC000000438685	Greg Gardner	Application	Error	iPhone		TIR Missed: No	0.65
	Metro A Desktop Support	James Kammeyer	Workforce Services	High	Closed	TTR Missed: No	0.65
INC000000438693	Marion Eckersley	Wireless Connectivity	None	None		TIR Missed: No	0.72
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000438711	Marion Eckersley	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438730	Dusty Burchett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000438739	Darrin Nielsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	3.59
INC000000438768	Jon Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438776	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438810	Kristen Floyd	None	None	Data Synchronizer		TIR Missed: No	0.02
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000438825	Yvonne Krause	Network	Password	None		TIR Missed: No	0.32
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.36
INC000000438844	Michelle Madrigal	Application	None	Novell Messenger		TIR Missed: No	0.13
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.49

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INC000000438850	Helen Te'o	Application	Error	Utah Works		TIR Missed: Yes	5.29
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.29
INC000000438867	Pam Malone	None	None	None		TIR Missed: No	0.27
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000438894	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438898	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438902	Susan Etzel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438915	Clo Towers	None	None	None		TIR Missed: No	0.55
	Mainframe Systems Support	Greg Shoop	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000438924	Merrill Black	Network	Error	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000438937	Rebecca Sangberg	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	0.76
INC000000438955	Tanner Jensen	Application	Error	Novell GroupWise		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000438962	Clo Towers	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.69
INC000000439001	Phuc Nguyen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439011	Matthew Christiansen	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000439031	Sherri Valenti	Application	Error	Novell GroupWise		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000439059	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439073	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439074	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439137	Paula Johns	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000439141	Charleen Neff	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439155	Shane Farr	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000439163	Robert Birkinshaw	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439166	Paula Lange	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	5.22
INC000000439177	Dean Dickerson	Application	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.24
INC000000439181	Siupeli Vainuku	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000439183	Greg Gardner	None	None	None		TIR Missed: No	0.56
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	
INC000000439183	Greg Gardner	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	
INC000000439184	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439192	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439194	John Evans	Application	Error	PGP		TIR Missed: No	0.24
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000439203	Paul Wright	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000439220	Dawna Blackett-Lopez	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.09
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000439223	Martha Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000439239	Cindy Cutshall	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.14
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000439242	Diane Zylks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439245	Linda Wirtjes	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000439262	Tara Connolly	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000439265	Abrial Marroquin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000439284	Joe Edman	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000439305	Robb Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000439319	Kent Njord	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000439328	Judy Kearns	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000439355	John Pace	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000439379	Sharla Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000439400	Kristen Floyd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439401	Lonny Marchbanks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439409	Heidi Torres	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.08
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000439427	April Buxton	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000439470	Junie Anderson	None	None	None		TIR Missed: No	0.46
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000439478	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439496	Dennie Tsuya	Application	Error	Utah Works		TIR Missed: Yes	19.20
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	20.22
INC000000439501	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439505	Michelle Deprizio	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.62

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INC000000439509	Scott Hawkes	None	None	None		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000439515	Lara Rudloff	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000439519	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439538	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439564	Jolie Bevers	Application	Error	DWS Web		TIR Missed: Yes	1.14
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	5.63
INC000000439577	Kayleen Hansen	Application	Error	Utah Works		TIR Missed: No	0.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000439580	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000439639	Lisa A Anderson	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000439688	Clint Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000439698	Mimose Montes	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000439712	Donna Ferrozzo	None	None	None		TIR Missed: Yes	1.62
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	2.14
INC000000439721	Dane Hanvey	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000439744	Peggy Duncan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000439767	Marilyn Larsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439769	Brady Olsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439786	Kim Torman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439828	Lisa Lynn	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.29
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.48

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INC000000439837	Jo D'Agostino Minardi	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.54
INC000000439838	Lesnie Foster	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439911	Galina Greer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000439979	Galina Greer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000439981	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440005	Theresa Scribner	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440008	Shawn Mansell	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.99
INC000000440030	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440035	Brent Fife	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440039	Gloria De Vaca	None	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440076	Darrin Nielsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440077	Pat Paulson	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440110	Cindy Bertagnolli	Application	Error	Content Manager		TIR Missed: No	0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000440111	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440122	Diane Lovell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	2.14
INC000000440137	Theresa Scribner	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440141	Karen Hess	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000440153	Shasta Rebol Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000440157	Lisa Lynn Voice Operations	Telecom Britany Finlay	Call Management Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.09 0.74
INC000000440178	Stacy Stenovich Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.11 0.19
INC000000440217	Kayleen Hansen Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	1.35 1.39
INC000000440223	Diane Lovell Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.29 0.74
INC000000440230	Thomas Ivory Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440235	Zenaida Martinez Voice Operations	Telecom Romanza Hamblin	Call/Receive Workforce Services	Telephone Medium	TIR Missed: No TTR Missed: No	0.22 0.24
INC000000440256	Heather Payne Metro B Desktop Support	PC/Laptop Wayne Higgs	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 5.94
INC000000440258	LaDawn McPherson Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440265	Karen Hess Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.58
INC000000440269	Lorelle Poulsen Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440287	Samantha Moseley Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000440288	Junie Anderson Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.10 1.69
INC000000440299	Jeff Godfrey Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.28
INC000000440300	Tanya Wilson Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.55
INC000000440326	Mark Knold Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.28 0.90
INC000000440333	Andy Platt Application Support - MyCase	Application Ilya Oyzerskiy	Error Workforce Services	DWS Web Low	TIR Missed: Yes TTR Missed: No	3.34 3.34

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INC000000440341	Grazyna Janeczko	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000440350	Cherie Robison	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000440364	Irina Pierpont	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000440373	Jeana Bahr	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000440383	Mariessa Turner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440411	Vanna Chav	Application	Password	Utah Master Directory		TIR Missed: No	0.66
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	1.72
INC000000440418	Shawn Jolley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440463	Lynn Thomas	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	2.91
INC000000440464	Stephen Nebeker	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000440477	Sam Williams	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440498	Norma Pech-Rousin	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440552	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440624	Jesi Wasden	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000440636	Tanya Wilson	None	None	None		TIR Missed: No	0.23
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000440642	Julie Beagley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440670	Jacqueline Parker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000440676	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000440678	Jesi Wasden	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	1.58
INC000000440683	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440684	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.27
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000440687	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440693	Michelle W Christensen	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000440708	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440711	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440716	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440720	Helen Hanson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000440721	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440725	Lesnie Foster	Network	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000440730	Jill Black	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440748	Colby Dalton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440754	Kris Springer	Application	Password	Action Request System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440760	Tracia Sullivan	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	1.09
INC000000440765	Mark Knold	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000440770	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000440777	Rebecca Banner Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000440784	Vivian Brown Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440794	Michele White-Milgate Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.06 0.13
INC000000440796	Estefana Gutierrez Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.10 2.04
INC000000440799	Tori Henson Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440811	Lynn Thomas Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.02 0.10
INC000000440831	Jessica Balls Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440833	Nathan Dopp Rural North Desktop Support	PC/Laptop Kim Ratushniak	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440838	Ernest Ramos Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000440919	Bret Lucas Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440920	Helen Hanson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000440938	Cathy Paiz Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.16 1.92
INC000000440997	Sherry Bird Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000441000	Carrie Tenifa Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000441004	Doug Larsen Application Support - CUBS	Application Rick Kowalczyk	Error Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	1.10 1.10
INC000000441015	Jackie McAtee Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000441023	Remy Miller Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000441030	Justin Williams	Telecom	None	Telephone		TIR Missed: No	0.37
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000441036	Dave Herrera	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000441056	Angela Madsen	None	None	None		TIR Missed: No	0.53
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	2.90
INC000000441069	Fran O'Hare	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000441099	Melodee Williams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441107	Jessica Staker	None	None	None		TIR Missed: No	0.17
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000441108	Teresa Meyer	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	3.10
INC000000441137	Ashley Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441145	Kenneth Martinez	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Kyle Burkhardt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441158	Tracy Barrera	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441159	Rachael Licciardone	None	None	None		TIR Missed: No	0.56
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000441163	Donna Robles	None	None	None		TIR Missed: No	0.44
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000441176	Sherri Valenti	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441198	Dyann Smoot	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000441200	Dusty Burchett	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441202	April Gerber	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000441203	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10

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INC000000441204	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.26
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000441205	Kathy Koller	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000441215	Jared Chamberlain	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000441224	Christopher Harris	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441228	Lora Braden	Application	Error	None		TIR Missed: No	0.06
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000441232	Chris Nance	Application	Error	None		TIR Missed: No	0.73
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000441233	Lisa Lynn	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.98
INC000000441236	Steven Vorasane	Application	Error	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441239	Stephanie Harding	Application	Error	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441242	Gaylinn Frandsen	Application	Error	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441245	Tricia Fuhrman	Application	Reporting	None		TIR Missed: No	0.30
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000441251	Cecilia Giron	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.70
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.68
INC000000441252	Sharon Holmes	Application	Error	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441264	Karen Thomas	None	None	None		TIR Missed: No	0.59
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	1.61
INC000000441283	Kenneth Martinez	Application	Error	Utah Works		TIR Missed: No	0.22
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000441302	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441306	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000441307	David Busk	Application	Error	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441312	Rebecca Smith	Application	Error	Utah Works		TIR Missed: Yes	1.18
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.18
INC000000441318	EasterSeals EasterSeals	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000441322	Eric Tanner	Application	Error	Utah Works		TIR Missed: Yes	1.06
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.24
INC000000441323	Ioana Tooala	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	3.73
INC000000441346	John Olson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000441368	Annette Hullinger	None	None	None		TIR Missed: Yes	1.55
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000441379	Bonnie Johnson	Application	None	Financial Information Network		TIR Missed: No	0.53
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000441387	Maugasola Tua	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441411	Nicole King	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441412	Chris Nance	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441435	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441446	Melodee Williams	None	None	None		TIR Missed: No	0.22
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	11.80
INC000000441447	Cassy Hahn	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441459	Shawn Mansell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000441482	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441483	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000441485	Marcel Larsen Jones	Network	Password	Utah Master Directory	TIR Missed: No	0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.34
INC000000441508	Debbie Sheldon	Network	Password	None	TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Workforce Services	Low Closed	TTR Missed: No	2.37
INC000000441521	Shawn Mansell	None	None	None	TIR Missed: No	0.61
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	0.61
INC000000441537	Whitney Roberts	Application	Error	Utah Works	TIR Missed: Yes	2.65
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	2.65
INC000000441547	Mimose Montes	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000441557	Amber Snow	None	None	None	TIR Missed: No	0.67
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.67
INC000000441566	Sergio Bernabeu	Telecom	Call/Receive	None	TIR Missed: No	0.00
	Voice Operations	Leon Owen	Workforce Services	Low Closed	TTR Missed: No	1.06
INC000000441571	Lidya Hardy	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Application Support - Content Manaz	Nate Olson	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000441574	Kayleen Hansen	Application	Error	Utah Works	TIR Missed: Yes	2.00
	Application Support - Web Dev	Justin Miller	Workforce Services	Low Closed	TTR Missed: No	2.00
INC000000441609	Tara Connolly	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000441616	Gaylene Pebley	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000441643	Dimang Chao	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000441644	Dimang Chao	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000441645	Dimang Chao	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000441646	Dimang Chao	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000441647	Dimang Chao	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000441649	Greg Paras	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000441650	Greg Paras	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441651	Greg Paras	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441654	Barbara McElhinney	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441655	Georgina Bresnan	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441656	Darrin Nielsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441742	Linda Church	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000441755	Craig Guerrero	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441771	Danielle Deming	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441781	Jean Fisher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441792	Ron Dunn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000441797	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441818	Nancy Deras	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000441821	Brenda Martin	Telecom	IP	Telephone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441833	Kyle Preston	Telecom	None	None		TIR Missed: No	0.13
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	1.77
INC000000441835	Marcia J Lea	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441839	Michael Nixon	Telecom	Dial Tone	Telephone		TIR Missed: No	0.30
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000441872	Leigh Page	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.36

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INC000000441886	Ioana Tooala	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.28
INC000000441887	JaNea Lund	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	
INC000000441891	Jarom Castleton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441919	Joann Wetzel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441950	Karen Ellsworth	Application	Error	Utah Works		TIR Missed: Yes	4.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.20
INC000000441968	Danielle Deming	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000441971	Dyann Smoot	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000441982	Connie Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000441996	Karen Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	2.77
INC000000442000	Dorothy Williams	Application	Error	Utah Works		TIR Missed: Yes	52.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	52.00
INC000000442064	Gail Reidling	None	None	None		TIR Missed: No	0.41
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000442073	Sherry Bird	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000442102	Sherry Bird	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442115	Julia Story	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	1.28
INC000000442121	Stacy Neal	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	5.84
INC000000442124	Demetria Keele	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000442126	Jolie Bevers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11

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INC000000442134	Denise Iverson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442135	J G Bronson	Application	Error	Utah Works		TIR Missed: Yes	2.79
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.79
INC000000442139	Melodee Williams	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.83
INC000000442142	Rosa Jimenez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442153	Vicky Dixon	PC/Laptop	Error	None		TIR Missed: No	0.62
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000442156	Mary Nay	Application	Error	Utah Works		TIR Missed: Yes	2.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.19
INC000000442163	Earl Thompson	Application	Password	PGP		TIR Missed: No	0.26
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	2.52
INC000000442168	Leta Bailey	Application	Error	Utah Works		TIR Missed: Yes	2.24
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.24
INC000000442178	Jane Broadhead	Wireless Connectivity	Performance	None		TIR Missed: No	0.60
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.89
INC000000442183	Debbie Sparks	Application	Error	PGP		TIR Missed: No	0.48
	Security	Austin Farey	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000442195	Clayton Toone	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442198	Marilyn Wallis	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442208	Ashley Baker	None	None	None		TIR Missed: No	0.12
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000442215	Lori Calvert	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.66
INC000000442219	Angi Nielsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.65
INC000000442224	Craig Guerrero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442227	Greg Blue	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000442228	Dixie Baughman	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000442230	Susan Taggart	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442231	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442248	Marilyn Wallis	Application	Reporting	Utah Works Web Site		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442261	Lane Anderson	Application	Error	DWS Capture		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000442293	Rachael Stewart	Wireless Connectivity	None	None		TIR Missed: Yes	1.16
	Campus Networking	Jordy Davis	Workforce Services	Low	Closed	TTR Missed: Yes	6.21
INC000000442305	Kari L Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442313	Tellina Zavala	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.32
INC000000442343	Cheryl Bakker	Application	Error	Utah Works		TIR Missed: No	0.36
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000442358	Yvonne Krause	None	None	None		TIR Missed: No	0.13
	Application Support - UWORKS	Kelly Smith	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000442363	Tamra Tyler	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442379	Lanelle Windley	None	None	None		TIR Missed: No	0.07
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000442392	Shane Otvos	Application	Error	Utah Works		TIR Missed: Yes	6.69
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.69
INC000000442409	Earl Thompson	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442429	Lorie Davis	Application	None	Novell GroupWise		TIR Missed: No	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.79
INC000000442442	Brian Prettyman	None	None	None		TIR Missed: No	0.00
	Campus Networking	Jordy Davis	Workforce Services	Medium	Closed	TTR Missed: No	0.64
INC000000442442	Brian Prettyman	None	None	None		TIR Missed: No	0.64
	Campus Networking	Jordy Davis	Workforce Services	Medium	Closed	TTR Missed: No	0.64

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INC000000442499	Nicole Kerwood	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000442546	Darrell Wilson	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442549	Alan Holbrook	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442553	Alan Holbrook	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442560	Jamie Escobia	Application	Error	Utah Works		TIR Missed: No	0.36
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000442579	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442587	Johnny Bedore III	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442633	Lanelle Windley	Application	Error	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	5.65
INC000000442638	Aly Scovil	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442642	Barbara Hollister	Wireless Connectivity	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	1.21
INC000000442649	Sefik Feukic	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000442652	Jolie Bevers	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000442669	Ryan Betts	Application	Error	None		TIR Missed: No	0.00
	Application Support - Data Wareho	Shana Woodall	Workforce Services	Low	Closed	TTR Missed: Yes	18.00
INC000000442672	Michele White-Milgate	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.34
INC000000442675	Kerry Torres	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442679	Leslie Minaya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	2.09
INC000000442710	David Chatterley	Application	Error	Utah Master Directory		TIR Missed: No	0.73
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.73

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INC000000442711	Cassie Kelly	Application	Error	Utah Works		TIR Missed: Yes	1.96
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.96
INC000000442720	Mary Nay	Application	Error	Utah Works		TIR Missed: Yes	1.93
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.93
INC000000442727	Sefik Feukic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000442752	Linetta Moyes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.96
INC000000442765	Jeff Shockley	Network	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000442779	Shane Otvos	PC/Laptop	Error	None		TIR Missed: No	0.46
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000442786	Karen Quackenbush	Telecom	Hardware	Telephone		TIR Missed: No	0.29
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000442788	Derrek Larson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000442790	Steven Opager	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000442792	Patricia Torres	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000442799	Michelle Deprizio	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442810	Nicole King	None	None	None		TIR Missed: No	0.13
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000442813	Earl Thompson	Application	Error	Utah Master Directory		TIR Missed: Yes	33.12
	Capitol Hosting	Curtis Parker	Workforce Services	Low	Closed	TTR Missed: Yes	33.12
INC000000442860	Lien Ly	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.48
INC000000442877	Karen Hess	Network	None	None		TIR Missed: No	0.95
	Application Support - Web Dev	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000442885	Todd Neff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442887	Todd Neff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000442890	Todd Neff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442894	Shawna Gelhard	Application	Error	Utah Works		TIR Missed: Yes	1.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.11
INC000000442903	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442933	Rene Meza	Application	Error	Utah Master Directory		TIR Missed: Yes	4.69
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.69
INC000000442944	Peggy Duncan	Application	Error	Novell Messenger		TIR Missed: No	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000442948	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442956	Jacquelyn Harris	Application	Error	Utah Works		TIR Missed: No	0.27
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000442958	Connie Tidwell	Application	Error	Utah Works		TIR Missed: No	0.21
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000442975	Ryan Budge	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442983	Tricia Fuhrman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442990	Shawn Jolley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442993	Karen Conley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000442994	Gaylinn Frandsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442995	Carrie Papworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000442996	Edina Cesko-Wilson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000442999	Kurtis Wilcox	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443000	Jeff Webster	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16

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INC000000443033	Cynthia McDaniel	Application	Error	DWS Web		TIR Missed: No	0.22
	Application Support - Data Wareh	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	4.45
INC000000443037	Doug Lusty	None	None	None		TIR Missed: Yes	1.22
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000443040	Casey Maldonado	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443042	Karen Quackenbush	Telecom	Area Code	Telephone		TIR Missed: No	0.45
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000443052	Kelly E Rees-Maw	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443063	Debra Mace	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000443065	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443067	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000443069	Lynn Purdin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000443075	Carrie Papworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443109	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443110	Ruth Warby	Application	Error	Utah Works		TIR Missed: No	0.29
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000443117	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443138	Joann Wetzel	Application	Error	Utah Works		TIR Missed: Yes	1.05
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000443181	Jeff Olinger	Application	None	ZENworks for Desktops		TIR Missed: No	0.03
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	4.02
INC000000443186	Rachael Stewart	PC/Laptop	None	None		TIR Missed: No	0.41
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000443190	Michele White-Milgate	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000443192	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443193	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443195	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443197	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443199	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443200	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443204	DeeAnn Shumway	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000443212	Susan Parry	Application	Error	Utah Works		TIR Missed: No	0.61
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000443224	Jeremy Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443240	Alan Holbrook	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443267	Veronica M Valadez	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.07
INC000000443293	Karen Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443301	Meagan McDermaid	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.16
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000443317	Bonnie Johnson	Application	Error	Financial Information Network		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000443332	Kathaleen Williams	PC/Laptop	Error	None		TIR Missed: No	0.38
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	2.23
INC000000443381	Tracy Harris-Belnap	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443383	Dorothy Williams	Application	Error	Utah Works		TIR Missed: Yes	37.52
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	37.52

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INC000000443454	Rebecca Sangberg	Application	Error	Utah Works		TIR Missed: Yes	1.17
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.17
INC000000443477	LeAnn Hatfield	Application	Error	PGP		TIR Missed: No	0.22
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000443484	Deann Caussyn	None	None	None		TIR Missed: Yes	1.10
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	1.10
INC000000443493	Gaylinn Frandsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443508	Sherri Kirk	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443511	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443512	Teresa Meyer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443517	Jonathan Mathews	Application	Error	None		TIR Missed: No	0.00
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	2.02
INC000000443610	Karen Quackenbush	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443634	John Pace	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000443640	Jonathan Lozon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443647	Helen Hanson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	5.10
INC000000443653	Brittney M Woodland	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000443671	Lien Le	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443687	Lien Le	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000443695	Cassie Kelly	Application	Error	Utah Works		TIR Missed: Yes	8.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	8.39
INC000000443701	Kelly Spafford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000443707	Cassie Kelly	Application	Error	Utah Works		TIR Missed: Yes	8.25
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	8.25
INC000000443737	John Pace	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.98
INC000000443745	Cami Graff	Application	Error	None		TIR Missed: No	0.00
	Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443747	Jenny Kehr	Application	Error	Utah Works		TIR Missed: Yes	7.83
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.83
INC000000443753	Dirk Dopp	Application	Error	DWS Web		TIR Missed: No	0.09
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000443754	Betty J Cox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443756	Emily Keller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443758	Robin Parker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443759	Heather Sawley	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000443762	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443772	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443775	Debbie Garretson	Application	Error	Utah Works		TIR Missed: Yes	7.63
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.63
INC000000443779	Leta Bailey	Application	Error	Utah Works		TIR Missed: Yes	7.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.60
INC000000443783	Cheryl Karren	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.57
INC000000443785	Lonny Marchbanks	Application	Error	Content Manager		TIR Missed: No	0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	2.42
INC000000443789	Juliana Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000443790	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000443791	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443792	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443808	Valerie Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443812	Randi Carter	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443814	Vicki Fenton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443829	Becky Fisher	Remote Connectivity	Error	None		TIR Missed: Yes	1.32
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	1.95
INC000000443851	Verlin Christensen	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443852	Mark Erickson	Application	Error	Utah Works		TIR Missed: Yes	6.95
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.95
INC000000443876	June Bradfield	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000443900	Betty J Cox	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000443907	Miri Parker	Application	Error	Utah Works		TIR Missed: Yes	6.50
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.50
INC000000443936	Janet Cole	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	15.11
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: Yes	15.15
INC000000443941	Isaac Collard	None	None	None		TIR Missed: No	0.15
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000443943	Marilu Uribe	Application	Error	None		TIR Missed: No	0.12
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000443946	Thomas Paul	Application	Error	Utah Works		TIR Missed: Yes	5.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.99
INC000000443947	Shelley Esplin	Application	Error	Utah Works		TIR Missed: Yes	5.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.99
INC000000443958	John Davenport	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000443968	Glenda Snodgrass	Application	Error	Utah Works		TIR Missed: Yes	5.64
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.64
INC000000443974	Melanie Decker	None	None	None		TIR Missed: No	0.42
	Application Support - EFIND	Anhkim Le	Workforce Services	High	Closed	TTR Missed: No	
INC000000443974	Melanie Decker	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	High	Closed	TTR Missed: No	
INC000000443975	Seth Balls	None	None	None		TIR Missed: No	0.32
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000443977	Brenda Duvall	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000443978	Hanh Nguyen	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000443982	Jacki Andrew	None	None	None		TIR Missed: Yes	5.54
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.54
INC000000443984	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000443987	Lien Le	None	None	None		TIR Missed: Yes	5.51
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.51
INC000000443991	Barbara Andersen	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000443993	Carol Jennings	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000443994	Janet Gale	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000443996	Kim Raddon	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000443997	Ryan Betts	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000443999	Debbie Olsen	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444000	Joe Nahas	Application	None	Microsoft Excel		TIR Missed: No	0.37
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	2.45
INC000000444001	Penney Chipp	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000444002	Lori Montague	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444003	Dale Hutchings	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444007	Deann Caussyn	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444013	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444015	Debbi Warmus	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444018	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444019	Leslie Baird	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444022	Dusty Burchett	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444023	Lori Mair	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444024	James Stavros	Network	Performance	None		TIR Missed: No	0.59
	Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000444025	Lea Betty	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444026	Ruby Blank	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444028	Nicole Kerwood	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444030	Lori Mair	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444031	Shane Ross	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444035	Christina Dahn	None	None	None		TIR Missed: Yes	5.15
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.15
INC000000444036	Robert Birkinshaw	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000444037	Gaylinn Frandsen	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444040	Lanelle Windley	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444041	Colleen Johnson	Application	Error	Utah Works		TIR Missed: Yes	5.08
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.08
INC000000444057	Natalie Torosyan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444058	Dorothy Williams	Application	Error	Utah Works		TIR Missed: Yes	4.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.75
INC000000444059	Kirsten Heaton	Application	Error	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	2.41
INC000000444062	Cynthia McDaniel	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444066	Charles Amonett	None	None	None		TIR Missed: No	0.27
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000444085	Janet Cole	None	None	None		TIR Missed: No	0.27
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000444095	Kay Hopkins	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444096	Sonja Sheffer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444099	Debra Slotboom	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444102	Amber Jackson	None	None	None		TIR Missed: No	0.03
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	2.03
INC000000444107	Sonja Sheffer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444111	Katherine Neal	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	2.02
INC000000444157	Kelly Johnson	Application	Error	Utah Works		TIR Missed: Yes	3.30
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	3.30
INC000000444164	Kelly Johnson	Application	Error	Utah Works		TIR Missed: Yes	3.16
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	3.16

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INC000000444175	Paula Tinoco	Network	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444188	Melodee Williams	Application	Error	Utah Works	TIR Missed: Yes	2.77
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	2.77
INC000000444194	Tiffany Hagen	Application	Error	Utah Works	TIR Missed: Yes	2.65
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	2.65
INC000000444197	Kevin Burt	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.47
INC000000444217	Aly Scovil	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444237	Brad Anderson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444245	Kim Auburger	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444249	Kim Auburger	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444251	Kim Auburger	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444255	Kim Auburger	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444257	Kim Auburger	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444260	Randy Hopkins	Telecom	Voice Mail	Telephone	TIR Missed: No	0.26
	Voice Operations	Kelly Johnson	Workforce Services	Low Closed	TTR Missed: No	0.71
INC000000444261	Maria Torres	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444281	Ruby Blank	Telecom	None	Telephone	TIR Missed: No	0.28
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	0.90
INC000000444290	Janet Cole	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000444307	Carie Burnham	Application	Error	Novell iPrint	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000444309	Johnny Bedore III	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.19

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INC000000444316	Dyann Smoot	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.04
INC000000444335	Ruth Warby	Application	Error	Utah Works	TIR Missed: Yes	1.06
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	1.06
INC000000444337	Marilyn Wallis	Application	Error	Utah Works	TIR Missed: Yes	1.05
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	1.05
INC000000444361	Maryana Valles	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.48
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Closed	TTR Missed: No	0.48
INC000000444399	Tamra Tyler	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444424	De Ette Richards	None	None	None	TIR Missed: No	0.00
	Salt Lake Data Center Operations	Kristi Behunin	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444453	Ashley Baker	None	None	None	TIR Missed: No	0.00
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444457	Ashley Baker	None	None	None	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low Closed	TTR Missed: No	0.92
INC000000444462	Laura Carter	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444472	Michele White-Milgate	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000444485	Patrick Spencer	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	1.41
INC000000444490	Janet Cole	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.90
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	2.95
INC000000444502	Dusty Burchett	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000444505	Kathryn Murdock	PC/Laptop	Error	VMware Workstation	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444510	Tawnia Page	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000444522	Greg Paras	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000444539	Sherrie Reed	PC/Laptop	Error	VMware Workstation	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000444540	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444547	Robert Van Vliet	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000444555	Lien Le	Application	Error	Utah Works		TIR Missed: Yes	7.14
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.14
INC000000444557	Nancy K Butler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000444560	Diane Hunter	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000444570	Ayelen Butler	Application	Password	PGP		TIR Missed: No	0.93
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	1.56
INC000000444572	Sandra Pyper	Application	Error	Utah Works		TIR Missed: Yes	7.14
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.14
INC000000444579	Marina Hilton	Application	Error	Utah Works		TIR Missed: Yes	7.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.20
INC000000444582	Cecilia Shimanek	Application	Error	Utah Master Directory		TIR Missed: Yes	15.28
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: Yes	15.71
INC000000444590	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444596	Vanessa Mann	PC/Laptop	Error	None		TIR Missed: No	0.45
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000444602	Yvonne Krause	Application	None	None		TIR Missed: No	0.30
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	1.52
INC000000444604	Reyna Romero	Application	Error	DWS Intranet		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000444621	Candace Gray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444623	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444625	Karen Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000444626	Nancy Nordlund	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.04

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INC000000444627	Connie Grace	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.03
INC000000444628	Phay Panh	None	None	None		TIR Missed: No	0.07
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000444641	Jon Brewer	Application	Error	Utah Works		TIR Missed: Yes	6.79
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.79
INC000000444654	Amantia Kempton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444672	Tim Early	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444675	John Cone	PC/Laptop	Error	VMware Workstation		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444683	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000444688	Alan Pettersson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444691	Donna Ferrozzo	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000444692	Jocelyn Juber	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000444699	Rachel Gehring	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000444729	Diane Hunter	None	None	Novell GroupWise		TIR Missed: No	0.18
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000444737	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000444745	De Ette Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000444754	Lesa Westfall	Telecom	Call/Receive	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000444773	Rowena York	Application	Error	Utah Works		TIR Missed: Yes	5.43
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.43
INC000000444829	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000444835	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444839	Christina Dahn	Application	Error	Utah Works		TIR Missed: Yes	4.65
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.65
INC000000444843	Karla Aguirre	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444844	Erin Cockerham	Application	Error	Content Manager		TIR Missed: No	0.15
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000444849	Susan Taggart	Application	Error	VMware Workstation		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000444859	Carol Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.58
INC000000444868	Art Fracchia	Application	Error	Utah Works		TIR Missed: Yes	4.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.34
INC000000444877	Earl Thompson	Application	Password	Utah Master Directory		TIR Missed: No	0.35
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	1.27
INC000000444888	Karla Aguirre	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444892	Joe Edman	Telecom	Coverage Path	Telephone		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000444899	Kimber Burks	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.36
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000444903	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444921	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444924	Mary Gehman-Smith	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000444950	Frank Trivino	PC/Laptop	Error	None		TIR Missed: Yes	1.22
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000444965	Dan Marrs	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000445015	Cherice Bridges	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.58

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INC000000445037	David Egan	None	None	None		TIR Missed: Yes	1.27
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.27
INC000000445051	Lien Le	Application	Error	Utah Works		TIR Missed: Yes	14.31
	Application Support - DBA	Eric Swain	Workforce Services	Low	Closed	TTR Missed: Yes	14.31
INC000000445077	Elizabeth Bailey-Durst	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000445082	Michelle Slaughter	Application	Error	Utah Works		TIR Missed: No	0.35
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000445087	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445098	Ashley Baker	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	2.86
INC000000445113	Gregory Whittaker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445117	Steven Jenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000445136	Isaac Collard	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000445170	Nune Phillips	Wireless Connectivity	Performance	None		TIR Missed: No	0.60
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	3.96
INC000000445173	Mary Gehman-Smith	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000445192	Piper Leon	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445208	Helen Te'o	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000445241	Michael Hanley	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445245	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	
INC000000445246	Marilyn Larsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445251	Sarah Tolbert	Wireless Connectivity	Performance	None		TIR Missed: Yes	1.14
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: Yes	6.08

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INC000000445255	Lane Anderson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 1.34
INC000000445266	Karen Quackenbush Voice/Data/WAN Services	Telecom Mark Thomas	Hardware Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.26 0.78
INC000000445267	Teresa Meyer Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.78
INC000000445273	Sarah Pickard Metro A Desktop Support	PC/Laptop Adam Staks	Performance Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.69
INC000000445275	Miri Parker Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445276	Rebecca Sangberg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445278	Kathy Kirby Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445281	Nancy K Butler Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445303	Nancy Andrew Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000445318	Samantha Moseley Metro D Help Desk	Network John Robinson	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445330	Forest Turner Rural South Desktop Support	Application Lance Nay	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445344	Cyndy McKenzie Rural North Desktop Support	PC/Laptop Don Higgs	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445363	Rochelle Green Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445370	Robert Ferreira Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445373	Katie Helm Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000445374	Bradley Salmond Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	0.00 0.87
INC000000445382	Jessica Staker Metro A Desktop Support	PC/Laptop Mike Wilde	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.83

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INC000000445384	Carlos Arroyo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000445392	Nancy Nordlund	Application	Error	VMware Workstation	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000445393	Heather Willden	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.85
INC000000445403	Patti Fryhling	Application	Password	Novell GroupWise	TIR Missed: No	0.21
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.26
INC000000445412	Michelle Mileski	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000445418	Kari L Allen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000445420	Earl Thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000445423	Juan Flores	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000445427	Donna Ferrozzo	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	3.35
INC000000445429	Lisa C Peterson	Application	None	None	TIR Missed: Yes	1.76
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	1.76
INC000000445432	Amber Trussell	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	
INC000000445433	Jake Parlett	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	
INC000000445435	Solomon Scheidell	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	
INC000000445438	Rochele Jackson	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	
INC000000445441	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000445442	Marylynn Prows	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low Closed	TTR Missed: No	
INC000000445451	Dan Ripple	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000445455	Jocelyn Juber	Application	Error	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000445456	Cynthia Bedore	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000445461	Kristine Larson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000445464	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000445477	Laura Uitto	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000445496	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000445500	Janet Gale	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445515	Kenneth Martinez	Application	Error	None		TIR Missed: No	0.00
	Application Support - Single Signon	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000445553	Debbie Sheldon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	2.44
INC000000445554	Lisa Henrie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445556	Tenzin Chazotsang	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000445566	Thomas Paul	None	None	None		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000445571	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: Yes	5.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.46
INC000000445572	Juan Flores	None	None	None		TIR Missed: No	0.35
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000445581	Kenneth Martinez	Application	Error	Utah Works		TIR Missed: Yes	5.27
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.27
INC000000445648	Junie Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000445650	Kari Marty	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28

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INC000000445657	Nancy Nordlund	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445681	Fran Cannard	Telecom	None	UDC Phone Directory		TIR Missed: No	0.37
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000445681	Fran Cannard	Telecom	None	UDC Phone Directory		TIR Missed: Yes	1.01
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000445707	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445720	Tracia Sullivan	Application	Password	PGP		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000445732	Gilda Castillo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445764	Charles Owens	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.69
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000445766	Matt Bulloch	Application	Error	Utah Works		TIR Missed: Yes	2.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.26
INC000000445797	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445798	Carolyn Nay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000445809	Jennifer Domenici	PC/Laptop	Performance	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.91
INC000000445813	Karen Thomas	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.88
INC000000445846	Joanne Nunes	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445861	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445876	Kevin Burt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445912	Leann Robinson	Application	Error	Utah Works		TIR Missed: Yes	9.99
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	11.69
INC000000445913	Debbie Garretson	Application	Error	Utah Works		TIR Missed: Yes	9.96
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	11.71

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INC000000445914	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445915	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445916	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445917	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445922	Earl Thompson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000445940	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446067	Claudio Arancibia	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446071	Kevin Shingleton	None	None	None		TIR Missed: No	0.00
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446072	Jan Hunt	None	None	None		TIR Missed: No	0.00
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446074	Gary Waters	None	None	None		TIR Missed: No	0.00
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446081	Denise Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446083	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Application Support - Content Manag	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446084	Tiffany Whitney	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446095	Dawn Lay	Network	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000446105	Kelly Spafford	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446113	Carlos Arroyo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446124	Linda Wallentine	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000446125	Jon Pierpont Application Services	Application Danielle Hood	Error Workforce Services	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.16
INC000000446125	Jon Pierpont Application Services	Application Danielle Hood	Error Workforce Services	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000446131	Loggins Merrill Voice Operations	Telecom Britany Finlay	Coverage Path Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.53 0.53
INC000000446154	Kiersten Nielsen Rural North Desktop Support	PC/Laptop Dane Smith	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	1.14 1.14
INC000000446155	Greg Paras Metro A Desktop Support	PC/Laptop Robert Wall	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 1.67
INC000000446166	Karen Quackenbush Voice Operations	Telecom Leon Owen	Coverage Path Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	0.30 0.30
INC000000446178	Gary C Williams Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000446195	Laurie Wittwer Metro B Help Desk	Application Gary Graham	Password Workforce Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446200	Rene Meza Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446207	Elizabeth Fitzpatrick Rural South Desktop Support	None Ryan Bennett	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 2.37
INC000000446222	Gary C Williams Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.37
INC000000446225	Teri Brinkerhoff Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.82
INC000000446251	Jennifer Cunningham Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.38
INC000000446260	Katie Hanway Help Desk	Network Julie VanBeekum	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446274	Nancy Sanders Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.61
INC000000446289	Ali Rasheed Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	7.03 7.03
INC000000446290	Rachel Gleason Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.35

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INC000000446306	Jackie Bryant	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000446307	Tiffany Turley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000446312	Scott Teuscher	Application	Error	PGP		TIR Missed: No	0.33
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.94
INC000000446315	Luis Gatica	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	3.11
INC000000446321	Sarah Smith	Application	Error	Utah Works		TIR Missed: Yes	7.75
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	7.75
INC000000446322	Kristine Larson	None	None	None		TIR Missed: No	0.27
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	4.81
INC000000446324	Blaine Cook	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.23
INC000000446326	Gachi Guet	Application	Error	Utah Works		TIR Missed: Yes	7.49
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	7.49
INC000000446328	Ryan Halstenrud	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000446335	Gary C Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000446344	Alan Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.50
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.03
INC000000446345	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446346	Sheryl Nisely	Server	None	None		TIR Missed: No	0.07
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	4.01
INC000000446347	Irina Pierpont	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000446360	Marion Davis	Wireless Connectivity	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.27
INC000000446375	April Buxton	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	5.70
INC000000446378	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000446379	David Anthony	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	5.66
INC000000446380	Lyle Ward	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446381	Jennifer Domenici	Application	Password	PGP	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	2.10
INC000000446398	Fran Cannard	Telecom	Call Management	Telephone	TIR Missed: No	0.53
	Voice Operations	Gail Christiansen	Workforce Services	Medium Closed	TTR Missed: No	0.53
INC000000446413	Trish West	None	None	None	TIR Missed: No	0.72
	Application Support - EFIND	Anhkim Le	Workforce Services	Low Closed	TTR Missed: No	0.72
INC000000446414	Cindy Bertagnolli	None	None	None	TIR Missed: No	0.20
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000446449	Ryan Halstenrud	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	3.34
INC000000446459	Tricia Mecham	None	None	Microsoft Office XP Professiona	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	1.40
INC000000446465	Lori Calvert	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	1.39
INC000000446469	Lillie Coleman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446479	Brian Thatcher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446482	Aida Moreno	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000446490	Brittney M Woodland	PC/Laptop	Performance	None	TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000446492	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446499	Cassie Kelly	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446502	Debbie Sheldon	None	None	None	TIR Missed: No	0.41
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	3.05
INC000000446506	Rebecca Sangberg	Application	Error	Utah Works	TIR Missed: Yes	5.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	5.11

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INC000000446534	June Bradfield	None	None	None		TIR Missed: Yes	2.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	2.87
INC000000446546	Joy Majors	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000446565	Georgina Bresnan	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000446600	Gerald Brown	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000446604	Kathy Koller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446605	Teresa Fulton	Application	Error	Utah Works		TIR Missed: Yes	4.09
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.09
INC000000446608	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446611	Gerald Gappmayer	None	None	None		TIR Missed: Yes	1.26
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	1.26
INC000000446622	Karla Aguirre	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446652	Piper Leon	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446653	Marilu Uribe	Application	Password	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446659	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446665	Leeann Madsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446666	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446669	Tene' Howell	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.48
INC000000446700	Chris Reed	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000446716	Laura Uitto	Wireless Connectivity	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.74

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INC000000446749	Bret Lucas	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.80
INC000000446757	Helen Sawyer	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.48
INC000000446766	Heather M Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446804	Weston Miller	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.11
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000446806	David Chatterley	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000446809	Weston Miller	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000446816	Geoffrey Landward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Closed	TTR Missed: No	0.00
INC000000446824	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446836	Teresa Swensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446841	Linda Englishhone	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446846	Stuart Bunker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446852	Gaylinn Frandsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000446854	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446856	Randi Bell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446864	Danielle Wilson	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446878	Becky Fisher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000446888	Kaylene Whicker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000446920	Allen Penrod	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	1.25
INC000000446922	Vanessa Lagemann	Network	Error	Active Directory	TIR Missed: No	0.29
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.29
INC000000446935	Ying Huynh	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446936	LeAnn Hatfield	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446947	Tess Rawlinson	Application	Error	Avaya IP Softphone	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000446966	Barbara McElhinney	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low Closed	TTR Missed: No	0.30
INC000000446972	Lorie Davis	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000447009	Ying Huynh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000447012	Steven Smith	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000447022	Shauna Lindblom	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	2.63
INC000000447031	James Shulfer	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000447042	Michelle Slaughter	None	None	None	TIR Missed: No	0.56
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	2.59
INC000000447044	Jessica Staker	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000447047	Dan Marrs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000447048	April Gerber	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000447052	Daniel Felts	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000447074	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000447077	Jennifer Domenici	Wireless Connectivity	Performance	None		TIR Missed: No	0.60
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000447085	Connie Tidwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000447088	Brittney M Woodland	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	2.40
INC000000447100	Shauna Lindblom	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000447109	Kathy Martinez	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000447112	Jeff Shockley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447129	Ashley Baker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000447135	June Conn-Solomon	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	4.32
INC000000447148	Kerrie Jensen	Application	Error	eFIND/eSHARE		TIR Missed: No	0.21
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	1.73
INC000000447173	Elleisha Knowlton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447179	Carol Lowman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447193	Theresa Scribner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000447217	Breanna Stultz	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	5.57
INC000000447224	Jeff Shockley	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000447238	Fran O'Hare	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000447242	Andrea Brunyer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000447253	Delana White	Telecom	None	None		TIR Missed: Yes	1.08
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.08

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INC000000447288	Marion Eckersley	None	None	None		TIR Missed: No	0.28
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000447301	Jodie Ward	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000447338	Betty J Cox	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.97
INC000000447343	Gary C Williams	Network	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.76
INC000000447366	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	
INC000000447368	Kimberly Reyburn	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000447376	Tiffany Turley	Wireless Connectivity	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000447380	Gail Reidling	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000447404	Eddie Richmond	None	None	None		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000447415	Susy M Westphal	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447416	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447444	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447452	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447477	Wendy Rosenthal	Application	Error	Utah Works		TIR Missed: No	0.31
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000447484	Lara Rudloff	None	None	None		TIR Missed: Yes	1.51
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.51
INC000000447493	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447510	Kristy Callich	Application	Error	Novell Messenger		TIR Missed: No	0.28
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.55

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INC000000447514	Pam Larsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447532	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447545	Jennifer Domenici	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000447547	Deann Caussyn	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000447561	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447566	David Chatterley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000447578	Jenny Barrow	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000447584	Heather Knowlton	None	None	None		TIR Missed: No	0.12
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	1.10
INC000000447590	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447593	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447596	Brodie Panter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447615	Dana Martinez	Application	Error	DWS Web		TIR Missed: Yes	1.95
	Application Support - CATS IV	Robert Love	Workforce Services	Low	Closed	TTR Missed: No	1.96
INC000000447622	Nobilee Hutchinson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000447661	Thomas Clark	Telecom	Voice Mail	Telephone		TIR Missed: No	0.59
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	1.16
INC000000447680	Alfredo Travassos Jr	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000447704	Shunda Pope	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.67
	Application Support - EREP IA	Charise Asleson	Workforce Services	Low	Closed	TTR Missed: Yes	7.34
INC000000447716	Lisa Lynn	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.72

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INC000000447730	Remy Miller	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447733	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447741	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447749	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447759	Jerry Pruitt	None	None	None		TIR Missed: Yes	1.40
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	1.40
INC000000447762	Gachi Guet	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000447774	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447791	Denise Iverson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447826	Yvonne Krause	Application	Reporting	Remedy Service Request Mana		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447833	Yvonne Krause	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447858	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447872	Angi Nielsen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447873	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447917	Jill Turner	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000447931	Sandy Flores	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447932	Paula Johns	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447944	Jenifer Roylance-Franco	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000447956	Lori Hatch	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000447961	Jared Price	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000447978	Lindsey Johnson	Network	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000448004	Gary C Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000448006	Jake Huntsman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448014	Gaylene Pebley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448022	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448031	Jane Randquist	Application	Error	None		TIR Missed: No	0.32
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000448036	Karen Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448043	Rick Brenkmann	PC/Laptop	Hardware	None		TIR Missed: No	0.40
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000448045	Erin Hathaway	Application	Reporting	Utah Works		TIR Missed: No	0.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.67
INC000000448049	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000448051	Lisa Zaugg	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	5.69
INC000000448055	Debra Mace	PC/Laptop	Performance	None		TIR Missed: No	0.64
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000448070	Janos Carpenter	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000448091	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.56
INC000000448094	Becky Coats	Telecom	IP	Avaya IP Softphone		TIR Missed: Yes	2.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	2.00

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INC000000448101	Nancy Robison	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.15
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000448103	Lynn Purdin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.49
INC000000448117	Danielle Deming	Application	Error	Utah Works	TIR Missed: Yes	34.49
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: Yes	39.31
INC000000448135	Laurel Morris	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000448137	Emily Keller	PC/Laptop	Hardware	None	TIR Missed: No	0.04
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	5.47
INC000000448139	Cecilia Shimanek	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000448150	Gail Reidling	Application	Reporting	None	TIR Missed: No	0.26
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.42
INC000000448165	Tricia Cox	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000448181	Mitch Romo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.43
	Voice Operations	Britany Finlay	Workforce Services	Low Closed	TTR Missed: No	0.83
INC000000448187	Marilu Uribe	Application	Error	None	TIR Missed: No	0.14
	Application Support - Content Man	Nate Olson	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000448188	Becky Fisher	Application	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000448191	De Ette Richards	Application	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.04
INC000000448193	Melanie Curtis	Application	Error	None	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448194	Gloria Archuletta	None	None	None	TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.74
INC000000448201	Casey Lance	Application	Error	None	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448203	Lori Jacobazzi	Application	Error	None	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448206	Jonathan Parrish	Application	Error	None	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	

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INC000000448208	Melanie Curtis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000448211	Charleen Neff	Application	Error	None	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448216	Stephen Manzione	Application	Error	None	TIR Missed: No	0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	
INC000000448219	Tracia Sullivan	Application	None	None	TIR Missed: Yes	1.44
	Application Services	Tony Larsen	Workforce Services	Low Closed	TTR Missed: No	2.11
INC000000448224	Scott Johnson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000448225	Mandy McKinnon	Application	Error	Content Manager	TIR Missed: No	0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.22
INC000000448232	Tauna Woolley	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000448240	Tala'ave Lakin	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000448247	Patricia Swenson	None	None	None	TIR Missed: No	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.67
INC000000448252	LaDawn McPherson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000448253	David Horton	PC/Laptop	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	0.36
INC000000448259	Terrie Bouck	Application	Error	Content Manager	TIR Missed: No	0.27
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	0.27
INC000000448263	Valerie Martin	Application	Error	Novell GroupWise	TIR Missed: No	0.19
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.31
INC000000448264	LeAnn Hatfield	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000448265	Kari L Allen	Application	Error	Content Manager	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448266	Jenny Benson	Application	Error	Content Manager	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448268	Elaine Jensen	Application	Error	Content Manager	TIR Missed: No	0.00
	Application Support - Content Man	None	Workforce Services	Low Closed	TTR Missed: No	

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INC000000448271	Jennifer Doxey	Application	Error	Content Manager	TIR Missed: No	0.00
	Application Support - Content Manager	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448272	Kelly Farley	Application	Error	Content Manager	TIR Missed: No	0.00
	Application Support - Content Manager	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448273	Selma Meono	Application	Error	Content Manager	TIR Missed: No	0.00
	Application Support - Content Manager	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000448276	Ruby Blank	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.15
INC000000448279	Shane ODell	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.03
INC000000448280	Janean Justham	Application	Error	Content Manager	TIR Missed: No	0.00
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	
INC000000448281	Kim Raddon	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000448285	Nancy Nordlund	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.03
INC000000448287	Norman Nakamura	PC/Laptop	None	None	TIR Missed: No	0.20
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000448302	Vilma Flores	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000448313	Dyanna Butterworth	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000448324	Liz Lobato	Application	Error	Utah Works	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	2.77
INC000000448332	Nancy Robison	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	0.33
INC000000448341	Julie Beagley	None	None	None	TIR Missed: No	0.31
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low Closed	TTR Missed: No	0.31
INC000000448343	Nancy Robison	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	1.30
INC000000448356	Rebecca Bell	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.08
INC000000448367	Evan Loveless	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.72

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INC000000448385	Debbie Sheldon	PC/Laptop	None	None		TIR Missed: No	0.05
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.94
INC000000448390	Fran O'Hare	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000448403	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448414	David Moore	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000448423	Gary C Williams	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000448456	Jesi Wasden	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.84
INC000000448458	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448459	Tim Davies	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000448464	Barbara R Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448475	Mario Kljajo	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.43
INC000000448476	Mary Gehman-Smith	Telecom	Voice Mail	Telephone		TIR Missed: No	0.12
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	2.02
INC000000448484	David Moore	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448485	Tammy M Cole	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.96
INC000000448488	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.02
INC000000448506	Brodie Panter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448511	Toni Sierra	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448522	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000448550	Jacqueline Parker	None	None	None		TIR Missed: No	0.40
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.98
INC000000448557	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448570	Kevin Burt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448573	Teri Brinkerhoff	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000448579	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448581	Michelle Mileski	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448601	Aly Scovil	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000448614	Melissa Beagley	Application	Error	Utah Works		TIR Missed: No	0.35
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000448619	Lynn Thomas	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000448637	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448643	Karen Shepherd	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448673	Debbi Class	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448674	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448676	Melissa Beagley	Application	Error	Utah Works		TIR Missed: No	0.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000448698	Sheryl Nisely	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448703	Greg Paras	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448715	Grazyna Janeczko	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000448731	Lorie Davis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448791	Lisa Lynn	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000448796	Brian Young	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448798	Sara Hudgins	Application	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448799	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448808	Debra Mace	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000448820	Alisha Baker	None	None	None		TIR Missed: Yes	2.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	3.14
INC000000448823	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000448824	Sandy Flores	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000448834	Nicole Kerwood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000448839	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000448843	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448868	Jimmy Smith	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.22
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000448879	Joann Wetzel	Application	Error	Utah Works		TIR Missed: Yes	1.77
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.77
INC000000448893	Cecilia Shimanek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448896	Roman Rubalcava	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.94
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000448901	Kimberly Bartel	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.62

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INC000000448925	Shane ODell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000448939	Shallen Kimber	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448943	Cecilia Giron	PC/Laptop	Password	None		TIR Missed: No	0.29
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000448976	Kenny Hicken	Application	Password	DWS Capture		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000448980	Jennifer Asplund	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000448987	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449083	Yvonne Krause	None	None	None		TIR Missed: No	0.39
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000449088	June Conn-Solomon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000449091	Nate Trujillo	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000449102	Colleen Fitzgerald	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000449106	Lacy Ricks	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000449107	Marge Rajski	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449122	Selma Meono	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449129	Brenda Johnson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449131	Brenda Johnson	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	1.68
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	1.68
INC000000449171	Samuel Hendricksen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	3.42
INC000000449172	Samuel Hendricksen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	3.40

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INC000000449176	Danette Groesbeck	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000449180	Koral Vasquez	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000449182	Julie Thurston	PC/Laptop	Performance	None		TIR Missed: No	0.43
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000449198	Kathy Link	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449207	Kristopher Dew	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449210	Julia Story	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000449226	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449227	Diane Lovell	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000449252	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449254	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449258	Rachel Durrant	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.85
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000449264	Rene Meza	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449289	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449306	Gilda Castillo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449339	Cecilia Shimanek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449482	Charise Asleson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000449489	Susan Weaver-Levet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000449513	Tamra Tyler Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000449518	Ammi Tracy Network Operations	Remote Connectivity Dave Bodily	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.01
INC000000449525	Janina Von Hartmann Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000449536	Verlin Christensen Metro A Desktop Support	PC/Laptop Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.44 0.52
INC000000449576	Jared Henricksen Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.25
INC000000449578	Issa Moursal Metro A Desktop Support	Application Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.54 1.47
INC000000449605	LeAnn Hatfield Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000449609	LeAnn Hatfield Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000449641	Scott Jensen Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: Yes	0.23 6.87
INC000000449653	Ashley Ledbetter Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000449667	Gordon Snow Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000449675	Giselle Jackson Metro B Desktop Support	None Ken Bolkcom	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.96
INC000000449677	Allen Penrod Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.45
INC000000449683	Sheryl Nisely Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000449694	Desiree Jones Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.58
INC000000449698	Leslie Johnston Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.69
INC000000449709	Nancy Galt Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.11 4.25

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INC000000449717	Nancy Galt	Telecom	Call/Receive	Telephone		TIR Missed: No	0.15
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	6.43
INC000000449719	Melisa Stark	Network	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000449724	Cindy Bertagnolli	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000449730	Lane Anderson	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000449749	Anne Gilbert	Application	Error	Utah Works		TIR Missed: No	0.40
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000449794	Sarah Tolbert	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000449818	Laurel Morris	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449840	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: Yes	15.59
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	20.69
INC000000449845	Yvette Woodland	None	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000449846	Melisa Stark	None	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.61
INC000000449851	Rebecca D Anderson	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000449853	Marcel Larsen Jones	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000449869	Kathaleen Williams	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000449871	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449874	Kristopher Dew	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449877	Heidi R Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000449908	Robert Birkinshaw	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000449917	Jeff Lesueur	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449928	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449930	Isaac Collard	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000449939	Neil Rollins	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449949	Robert Gilbert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449950	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000449955	Laura Uitto	Application	Password	Utah Master Directory		TIR Missed: No	0.17
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000449957	Nancy Nordlund	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000449962	Jim Mansfield	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000449978	David Anthony	Application	Error	Utah Works		TIR Missed: Yes	4.85
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	4.85
INC000000449979	Audrey M Curtis	None	None	None		TIR Missed: No	0.42
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	2.75
INC000000449994	Elizabeth Cheney	Network	None	None		TIR Missed: No	0.36
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000449999	Debbie Sheldon	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450018	Sarah Smith	Application	Error	Utah Works		TIR Missed: Yes	12.80
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	13.85
INC000000450019	Vanessa Mann	None	None	None		TIR Missed: No	0.31
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000450046	June Bradfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000450081	Todd Jorgensen	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.75

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INC000000450083	Karen Quackenbush	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000450084	Nichole Pusey	None	None	None		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000450097	June Bradfield	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000450103	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450108	Karen Thomas	PC/Laptop	None	None		TIR Missed: No	0.44
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000450111	Nancy Nordlund	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450114	Megan Pidduck	Telecom	None	None		TIR Missed: No	0.48
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Closed	TTR Missed: No	2.14
INC000000450116	Nathan Dopp	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450127	Mary Ann Lawson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000450132	Jared Chamberlain	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000450141	Kristopher Dew	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450197	Darrell Wilson	Application	Error	Utah Works		TIR Missed: No	0.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000450200	Heather Sawley	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000450235	Lisa Henrie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.77
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.48
INC000000450237	Donna Ferrozzo	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000450241	Shonie Baker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450244	Merrill Black	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19

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INC000000450259	Kris Bradley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450299	Cindi Nay	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450309	Scott Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450336	Charise Asleson	PC/Laptop	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450337	Tajana Fejic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450340	Kathy Wendel	PC/Laptop	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000450359	Charise Asleson	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000450365	Victoria Solares	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450392	Deborah Servis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.32
INC000000450395	Kimm Gaillard	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000450412	Dyanna Butterworth	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000450421	Levi Jones	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000450423	Amy Larsen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000450427	Jody Sillitoe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450430	Shawna Gelhard	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000450431	Peggy Barton	Application	Error	eFIND/eSHARE		TIR Missed: No	0.27
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000450447	Pat Palmieri	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000450449	Jodie Gallegos	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450467	Sheryl Nisely	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450471	Dusty Burchett	Application	Error	Adobe Acrobat		TIR Missed: No	0.09
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000450490	Sheryl Nisely	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450492	Allen Penrod	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.83
INC000000450493	James Mitchell	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000450530	Linetta Moyes	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450561	Cindi Nay	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450563	Debbie Sparks	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.16
INC000000450565	Tom Olsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000450570	Patricia Rose	Application	None	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000450591	Sylvia Pineda	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	1.30
INC000000450614	Nycole Tylka	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	3.44
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	3.44
INC000000450622	Kathy Wendel	Application	Error	WordPerfect Office 2002		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	5.34
INC000000450624	Sheryl Nisely	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450651	Phuc Nguyen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000450652	Joann Wetzel	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Application Support - Single Signon	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000450655	Laurel Morris	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450707	Lane London	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450713	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450714	Margo Weeks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450736	Holly Egan	Application	Error	Utah Works		TIR Missed: Yes	9.69
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	9.69
INC000000450739	Russell King	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450745	Marilyn Wallis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450774	Eva Monroe	Application	Error	Utah Works		TIR Missed: Yes	1.73
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.73
INC000000450835	Jared Henricksen	None	None	None		TIR Missed: No	0.86
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.63
INC000000450855	Eddie Richmond	Application	Error	None		TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000450869	Cheryl Bakker	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	9.63
INC000000450903	Lisa Osborn	Application	Error	None		TIR Missed: No	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000450907	Kathy Deets	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: Yes	14.15
INC000000450922	Crystal Beck	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000450926	Ruby Blank	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000450931	Piper Leon	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000450936	Derrek Larson	Network	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.56

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INC000000450937	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000450938	Carl Moore	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	2.78
INC000000450957	Russell King	Application	Error	Utah Master Directory		TIR Missed: Yes	4.19
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	4.20
INC000000450963	Lisa Osborn	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451019	Jenni Crothers	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451030	Rich Mackay	Wireless Connectivity	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000451037	Michael Hanley	PC/Laptop	Performance	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000451058	Dana Knold	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000451068	Gachi Guet	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000451074	Jenni Crothers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451081	EasterSeals	EasterSeals	Print/Copy/Scan/Fax	Paper Jam		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000451089	Jenine Wood	None	None	None		TIR Missed: No	0.82
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000451115	Noelle Bradford	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000451163	Karen Hess	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000451202	Erin Robinson	Telecom	Coverage Path	Telephone		TIR Missed: No	0.22
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000451280	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000451295	Robert Birkinshaw	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000451299	Mandy McKinnon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000451300	David Busk	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000451316	Michael Barrett	Application	Error	Utah Works	TIR Missed: Yes	2.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	2.46
INC000000451317	Helen Southworth	Application	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000451319	David Moore	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000451358	Karen Ellsworth	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.45
INC000000451363	Karen Thomas	None	None	None	TIR Missed: No	0.09
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.33
INC000000451389	Summer Begaye	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.15
INC000000451410	Cecilia Giron	None	None	None	TIR Missed: No	0.54
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.81
INC000000451412	Lindsey Caffall-Davis	Telecom	IP	Telephone	TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	0.40
INC000000451430	Sherra Lynn Westover	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	0.39
INC000000451436	David Brady	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	1.50
INC000000451447	Paul Birkbeck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000451455	Gordon Snow	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000451491	Lisa Lynn	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.15
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.36
INC000000451496	Michael Barrett	Application	Error	None	TIR Missed: No	0.08
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: Yes	6.83
INC000000451521	Debra Slotboom	Telecom	IP	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	0.17

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INC000000451531	Mike Asmussen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000451552	Angela A Hansen	None	None	None		TIR Missed: No	0.00
	Network Operations	J. L. Flack	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000451586	Brent Fife	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451614	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000451627	Rebecca Weston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451628	Ashley Baker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.37
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000451665	Dusty Burchett	Application	Error	Utah Works		TIR Missed: Yes	1.35
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000451678	Christi Seger	Application	Error	None		TIR Missed: No	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000451679	Rachael Licciardone	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000451684	Robert Van Vliet	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000451687	Paul Birkbeck	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000451688	June Conn-Solomon	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.34
INC000000451695	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451697	Brian Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451699	Rebecca Sangberg	Application	Error	Utah Works		TIR Missed: Yes	12.10
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	12.10
INC000000451703	Katherine Pace	Application	Error	Utah Works		TIR Missed: Yes	11.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	11.59
INC000000451704	Kristen Floyd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000451706	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451707	Lisa Henrie	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000451708	Nikki Cox	Application	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000451713	Jonathan Parrish	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451720	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451739	Thomas Ivory	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000451771	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451794	Kenneth Martinez	Network	Performance	DWS Web		TIR Missed: No	0.26
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000451799	Dennis Canning	Application	Error	Utah Works		TIR Missed: Yes	6.73
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.73
INC000000451823	Amber Jackson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000451826	Jeffrey Creer	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000451834	Melody Farnsworth	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.94
INC000000451836	Laurel Morris	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000451855	Dorothy Williams	Application	Error	Utah Works		TIR Missed: Yes	5.84
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	5.84
INC000000451869	Alison Beardall	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000451877	Jean Fisher	Application	Error	Content Manager		TIR Missed: No	0.21
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000451881	Jackie Christensen	Application	Error	Utah Works		TIR Missed: Yes	1.93
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.93

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INC000000451893	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	
INC000000451965	James Alexander	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000452000	Jared Chamberlain	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452002	Brian Smith	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452017	Brent Fife	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452019	LaDawn McPherson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452028	Sherri Kirk	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452030	Darren Fox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452032	Darren Fox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452070	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000452071	Eileen Rivera	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	4.24
INC000000452081	Fran O'Hare	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452086	Rebecca Weston	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452092	Victoria Solares	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452097	Vilma Flores	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000452099	Mark Allen Peterson	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.78
INC000000452102	Robert Birkinshaw	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

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Workforce Services

INC000000452103	Barbara Kelly Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452104	Kathy Jensen Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452118	Roberta Ivankovich Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452134	Trudy Ellis Application Support - Thin Client	None Janis Race-Bigelow	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.49 0.49
INC000000452135	Stephanie Harding Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452138	Weston Miller Metro A Desktop Support	Application Adam Staks	Password Workforce Services	PGP Low	TIR Missed: No TTR Missed: No	0.64 0.64
INC000000452139	Quinten Klingonsmith Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452145	Camie Galt Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.07 0.51
INC000000452161	Jaimie Druk Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.10 0.39
INC000000452176	Scott G Anderson Metro A Desktop Support	PC/Laptop Mike Wilde	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.22 0.98
INC000000452179	Susan Cottam Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.34 0.96
INC000000452183	Katherine Neal Voice Operations	Telecom Romanza Hamblin	Dial Tone Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.12 0.50
INC000000452210	Carol Lowman Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452233	Tiffany Chojnowski Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000452243	Lorie Davis Metro A Desktop Support	Print/Copy/Scan/Fax Mike Wilde	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.27 1.58
INC000000452244	Joann Wetzel Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: Yes	11.25 11.25
INC000000452278	Gary Gibbs Voice Operations	Telecom Romanza Hamblin	CrossTalk/Noise/Static Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.03 0.14

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Workforce Services

INC000000452285	Sherra Lynn Westover	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452288	Angela A Hansen	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed: No	1.32
INC000000452295	Stephen Nebeker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452308	Mary Ann Keefer	None	None	None		TIR Missed: Yes	1.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	1.35
INC000000452315	Yvette Woodland	Telecom	Dial Tone	Telephone		TIR Missed: No	0.24
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000452322	Elizabeth Thorpe	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000452363	Dallin Rempp	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452373	June Bradfield	Remote Connectivity	Performance	None		TIR Missed: No	0.03
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	3.29
INC000000452377	Danielle Deming	Application	Error	Utah Works		TIR Missed: No	0.31
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000452383	Reyna Romero	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000452385	Julia Story	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000452400	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452401	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452418	Peggy Duncan	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452443	Lori Calvert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452453	Jamie Escobia	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000452455	Desiree Jones	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.67

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INC000000452457	Kiersten Nielsen	Application	Error	Utah Works		TIR Missed: Yes	2.65
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.65
INC000000452464	Tony Muscolino	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452466	David Moore	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000452471	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452472	Karen Ellsworth	Wireless Connectivity	Performance	None		TIR Missed: No	0.68
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000452532	Steve L Hansen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000452538	Gordon Snow	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	3.91
INC000000452547	Traci Cahill	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452573	Lesieli Maumau	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000452584	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452586	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452589	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452591	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452611	Tom Olsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000452618	Vivian Holmes	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000452622	Tala'ave Lakin	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	1.16
INC000000452632	Jo D'Agostino Minardi	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000452637	Chris S Allen	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000452643	Kathy Wendel	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452648	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452650	Katherine Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452654	Martha Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452655	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452662	Karen Thomas	Telecom	None	None		TIR Missed: No	0.05
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed: No	1.38
INC000000452665	Jackie Williams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452668	Kristine Larson	None	None	None		TIR Missed: No	0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000452669	Donna Robles	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000452689	Sarah Pickard	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.14
INC000000452695	Glenda Furlong	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452711	Diane Lovell	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452712	Patricia Oneil-Smith	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000452718	Diane Lovell	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000452727	Mike Donegan	None	None	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000452732	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000452733	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452735	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452738	Johnny Bedore III	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000452740	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000452754	Gaylene Pebley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452815	Nancy Gallegos	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000452837	Jerry Norton	Application	Password	Active Directory		TIR Missed: No	0.28
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000452839	Kathy Kirby	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.54
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000452840	Gabby Calero	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed: Yes	1.67
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.67
INC000000452846	June Conn-Solomon	Telecom	Hardware	Telephone		TIR Missed: No	0.60
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000452853	Deborah Servis	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000452859	Rebecca Sangberg	Application	Error	Utah Works		TIR Missed: Yes	1.49
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.49
INC000000452867	Kyle Preston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000452898	Susy M Westphal	PC/Laptop	Hardware	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000452901	Ruby Blank	Telecom	Feature	Telephone		TIR Missed: No	0.87
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000452906	Gabby Calero	None	None	Kofax ImageControls		TIR Missed: No	0.07
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000452920	Tom Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000452931	Fran Cannard	None	None	Telephone		TIR Missed: No	0.88
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.88
INC000000452937	Dennis Broad	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000452987	Janet Butterfield	Application	Error	Utah Master Directory		TIR Missed: No	0.13
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000452989	Christine Mayne	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.26
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000453024	Lisa Roman	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000453032	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453058	Betty Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453059	Roseanna Bills	Telecom	None	Telephone		TIR Missed: No	0.33
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000453066	Deborah Graber	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000453080	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453082	Cindy Adams	Telecom	Call/Receive	None		TIR Missed: No	0.65
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000453091	Fran Cannard	Telecom	Coverage Path	Avaya CentreVu Supervisor		TIR Missed: No	0.45
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	
INC000000453091	Fran Cannard	Telecom	Coverage Path	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	
INC000000453094	Susy M Westphal	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453095	Dale Ownby	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453101	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000453112	Dallen Adams	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.44

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INC000000453115	Elenoa Pua Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.59
INC000000453138	Matthew Larson Metro A Desktop Support	PC/Laptop Kraig Ellis	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.40 1.41
INC000000453139	Galina Greer Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453176	Demetria Keele Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.67 0.68
INC000000453185	Darren Rogers Voice Operations	Application Gail Christiansen	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	2.12 2.12
INC000000453189	Katie Hanway Rural South Desktop Support	Application Lance Nay	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.42
INC000000453193	Debbie Sheldon Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453199	Dale Ownby Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453202	Anna Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453204	Samuel Hendricksen Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	9.60 9.73
INC000000453222	Kristopher Dew Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453228	Lora Wirthlin Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453248	Stacie Tonks Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000453251	Yvonne Krause Help Desk	None Julie VanBeekum	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.31
INC000000453264	Phay Panh Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453265	Phay Panh Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453266	Phay Panh Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000453267	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453279	Cindy Adams	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.57
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	2.06
INC000000453293	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453306	Susy M Westphal	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453323	Jared Price	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453443	Rebecca Pace	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP IA	Charise Asleson	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000453446	Julie Beagley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453447	Vickie Larson	Application	Reporting	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453454	Jennifer Domenici	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.78
INC000000453470	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	6.38
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	6.38
INC000000453474	Brittney M Woodland	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000453478	Randi Carter	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000453479	Michael Barrett	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453488	Jodie Gallegos	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000453489	Nicole Kerwood	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000453493	Dena Neilson	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000453501	Rebecca Pace	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000453509	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000453510	Tyler Massey	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	5.47
INC000000453511	Amy Larsen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000453528	Jared Price	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453530	Dominika Hajnova	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453532	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000453537	Michael Wride	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453558	Michelle Mileski	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000453560	Sue Allred	None	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low Closed	TTR Missed: No	0.32
INC000000453580	Linda Rothenberger	Application	Error	Utah Works	TIR Missed: Yes	6.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: Yes	11.61
INC000000453586	Ha Kim Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453588	Dorothy Williams	Application	Error	Utah Works	TIR Missed: Yes	5.97
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: Yes	11.56
INC000000453591	Marge Rajski	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000453599	LaDawn McPherson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453608	Debbie Sheldon	PC/Laptop	Performance	None	TIR Missed: No	0.45
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	2.04
INC000000453641	Stephanie Harding	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453649	Judianne Collins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000453662	Dallin Rempp	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000453665	David Whiteside	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000453678	Veronica Palomino	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000453683	Brent Wintch	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP IA	None	Workforce Services	Low Closed	TTR Missed: No	
INC000000453700	Holli Turner	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453706	Trish West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453720	Debbie Torres	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000453748	Jared Price	PC/Laptop	None	None	TIR Missed: No	0.43
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.43
INC000000453760	Lorie Davis	None	None	None	TIR Missed: No	0.61
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	1.13
INC000000453767	Colleen Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.22
INC000000453769	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000453772	Kenneth G Allen	Application	Error	Computerized Unemployment B	TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	1.19
INC000000453775	Dustin Townsend	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.15
INC000000453776	Natalie Henderson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000453778	Nikki Cox	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000453779	Elizabeth Bailey-Durst	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.28
INC000000453780	Jan Hunt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.10

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INC000000453782	Lynda R Myore	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453784	Robert Goodwin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000453790	Colleen Johnson	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000453797	Kalani Huber	None	None	None		TIR Missed: No	0.47
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000453801	Lorie Davis	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000453806	Noah Zemke	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453813	Elizabeth Cheney	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000453837	Iris Pruneda	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000453849	Jimmy Smith	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000453871	Amantia Kempton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453878	Katie Dietz	Telecom	Voice Mail	Telephone		TIR Missed: No	0.74
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000453902	JaNea Lund	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453919	Bret Lucas	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453920	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453922	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.52
INC000000453950	Colleen Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000453954	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05

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INC000000453959	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453965	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000453973	Kimber Burks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000454033	Mary McConaughy	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454036	Helen Hanson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454038	Kathy Randle	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454039	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454048	Marge Rajski	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.59
INC000000454062	Johnny Bedore III	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.13
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	1.05
INC000000454071	Kenneth G Allen	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000454076	Dan Vaughan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000454139	Kent Naisbitt	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.24
INC000000454162	Teresa Fulton	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000454172	Michele White-Milgate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000454187	Rachael Licciardone	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000454196	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454199	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000454206	Marina Martin	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454217	Randi Bell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454219	Jerry Pruitt	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000454234	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454251	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454253	Jerry Norton	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454256	Kelly E Rees-Maw	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454260	Lisa Osborn	Application	Error	DWS Web		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454306	Todd Neff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454309	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454332	Lauri Wunderlich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454337	David Moore	None	None	None		TIR Missed: No	0.31
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	3.58
INC000000454344	Ryan Betts	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454353	Lorie Davis	Application	None	Adobe Acrobat		TIR Missed: No	0.20
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.41
INC000000454359	Sheila Fry	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454365	Agnes Lomu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000454368	Terrie Bouck	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000454375	Jenifer Roylance-Franco	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.15
INC000000454380	Scott J Clark	Telecom	Dial Tone	Telephone	TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Workforce Services	Medium Closed	TTR Missed: No	0.12
INC000000454381	Melanie Merrill	Application	Error	Utah Works	TIR Missed: Yes	6.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: Yes	6.20
INC000000454394	Jason J Burton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000454400	Lien Le	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.80
INC000000454420	Lance Olsen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000454428	Kathy Kirby	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000454434	Wayne Fillmore	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	1.17
INC000000454437	Penni Dehaan	PC/Laptop	Performance	None	TIR Missed: No	0.12
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	1.15
INC000000454438	Cassie Kelly	Network	None	None	TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000454454	Jeff Webster	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000454471	Melissa Beagley	Application	Error	Utah Works	TIR Missed: Yes	5.40
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	5.40
INC000000454477	Terry Hansen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000454480	Aaron Aders	Application	Error	DWS Intranet	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.41
INC000000454516	Connie I Fowler	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000454521	Terry Hansen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000454539	Penni Dehaan	PC/Laptop	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	1.79

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INC000000454565	Blaine Cook	Network	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454573	Felicia Kinder	Application	Error	Utah Master Directory		TIR Missed: No	0.19
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000454576	Cindy Arndt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454579	Lori Calvert	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.52
INC000000454583	Angi Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454584	Al Contreras	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454585	Elizabeth Cheney	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.49
INC000000454586	Vanessa Mann	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454588	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454590	Dan Nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454591	Kayleen Hansen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.45
INC000000454601	Nancy Galt	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.59
INC000000454609	Amantia Kempton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454616	Cheree Buckels	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454624	Fran Cannard	Telecom	Dial Tone	Telephone		TIR Missed: No	0.36
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	0.36
INC000000454626	Terri Waters	Telecom	Dial Tone	Telephone		TIR Missed: No	0.06
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	0.06
INC000000454647	Lorri Economy	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09

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INC000000454675	Dustin Townsend	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000454688	Patricia Oneil-Smith	None	None	None		TIR Missed: No	0.54
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000454705	Scott G Anderson	None	None	None		TIR Missed: No	0.37
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.03
INC000000454716	Michelle Hill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.61
INC000000454740	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454748	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454753	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454761	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454763	Gaylinn Frandsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454765	Randi Bell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454766	Robert Gilbert	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454775	Lance Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454776	Steven L Rasmussen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454783	Dennis Broad	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454785	Deann Iverson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454790	Gail Nelson Stokes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454791	Jerry Norton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000454793	Kristin Hayward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454797	Lois Jones	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454800	Paula Ferrario	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454802	Ray Burningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454803	Shauna Morgan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454804	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454805	Ben Mortensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454807	Bridget Keller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454810	Carlina Cubias-Garcia	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454813	Julie Thurston	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454817	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454818	Verner Iglesias	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454865	Karen Quackenbush	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454878	Nikki Holt	None	None	None		TIR Missed: No	0.31
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000454939	Karen Quackenbush	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000454965	Victoria Solares	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455005	Muris Prses	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000455007	Oscar Molina	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455051	Bret Lucas	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000455059	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455107	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00